

Conference & Banqueting Porter (40 hours per week)

Hotel:

Crowne Plaza Belfast
117 Milltown Road Belfast,
BT8 7XP

Department:

Conference & Banqueting

Reports to:

C&B Manager

What is the job?

Our conferences and events make memories for our guest. The sights, sounds and, importantly, service. As a C& B Porter you will ensure that our conference and banqueting rooms are presented to the highest standard and in the manner requested by our guests.

Your day to day

- To ensure the conference and banqueting rooms are set up and fully serviced for the day's business to a Crowne Plaza Brand Standard
 - Manual labour including moving of Tables and Chairs
 - Dealing with Guest and Clients in a professional Manner
 - To participate in food and beverage service for all Conference and Banqueting Function
 - To actively participate in any training and personnel exercises designed to improve standards and performance levels
 - Deal with guest complaints in a friendly and efficient manner ensuring guest satisfaction at all times
 - Upkeep of the equal opportunities policy to ensure that there is a neutral working environment
 - Work in accordance with standard procedures within each department.
 - Duties may include working in other departments of the hotel as and when requested by Management
 - To keep staff/work areas tidy, safe and report any hazard, accident, loss or damage to management and observe all requirements under Health & Safety at Work act (1989).
 - Take on other ad-hoc duties when the whole team needs to pull together.
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What we need from you

Essential:

- Good communication and listening skills
- Ability to work in a fast-paced environment requiring flexible working and a genuine willingness to help guests and colleagues within the hotel.

Desirable:

- Experience within the hospitality industry
- Experience in working in events or Conference & Banqueting
- Experience within a customer service role.

How do I deliver this?

We genuinely care about people and we show this through living out our promise of True Hospitality each and every day. It's what connects every colleague in all Crowne Plaza hotels.

Crowne Plaza hotel brand delivers True Hospitality in their own way, and at the heart of it all are specific, core service skills.

- **True Attitude:** being caring, wanting to make a positive difference, and building genuine connections with guests
- **True Confidence:** having the knowledge and skills to perform your role, and giving guests the confidence that they can trust you, to help and support them during their stay
- **True Listening:** focusing on what your guest is saying, picking up on body language that is often overlooked, and understanding what the guest wants and needs
- **True Responsiveness:** is about providing guests with what they need, and doing so in a timely and caring manner

There's so much more to the job than we can capture here. It's simply about creating great experiences, doing the right thing and understanding people.

What we offer

- Recruit a Friend Scheme
- Employee of the Month Award
- Staff meals while on duty
- Uniform
- Discounted rate at Bodyscape based at Crowne Plaza Andras Academy – Training & Development Programmes & progression opportunities within the Andras Hotels Group
- Work for globally renowned Hotel Brands
- Reward Club Incentive Scheme
- Discounted Hotel Rates
- Hotel Incentive scheme

The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.

To apply, please submit your CV by email to michelle.trotter@andrashouse.co.uk

