

## Conference & Banqueting Supervisor (40 hours per week)

Hotel:

Crowne Plaza Belfast  
117 Milltown Road Belfast,  
BT8 7XP

Department:

Conference & Banqueting

Reports to:

C&B Manager

### About us

Andras Hotels is Northern Ireland's largest hotel group, and we are proud to have been at the forefront of hospitality for the past 30 years. We subscribe to the Hospitality Employers Charter, which means we are committed to provide training, development and support to all of our team members. We offer a range of staff benefits and opportunities to grow your career in our fast-growing company.

### 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.

### What we offer

- Discounted hotel rates at 6000 hotels worldwide
- Health Care Cash Plan
- Increased annual leave with service
- Recruit a Friend Scheme
- Employee of the Month Award
- Staff meals while on duty
- Discounted rate at BodyScape Health Club based at Crowne Plaza
- Andras Academy – Training & Development Programmes & progression opportunities within the Andras Hotels Group
- Hotel Incentive scheme.

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### Main Duties and Responsibilities

- As a Conference and Banqueting Supervisor, be the leader on shift during service
- Ensure all areas of responsibility are run effectively in the absence of the Head of Department, in line with standards and that the department is adequately resourced in line with business requirements
- Be aware of your targets and objectives, understand how these fit within the department targets, and ensure you achieve your targets and objectives

- Have full awareness of Crowne Plaza brand standards and your role as Supervisor in ensuring the Conference and Banqueting team follow through on these standards on a daily basis
- Having a full product knowledge of hotel services/facilities in order to maximise guest satisfaction and sales opportunities with each guest contact.
- Supervising daily shift operations and ensures compliance with all C&B policies, standards and procedures.
- Liaising with function organizers so that all details are correct.
- Ensuring that all Food & Beverage, room set -ups and equipment meet the required standard of presentation, quality and quantity before service.
- Ensuring that all fixtures and fittings as well as equipment are cleaned and maintained.
- Dealing with any customers' complaints and to referring any outside your area of responsibility to the Conference & banqueting Manager.
- Maintaining food handling and sanitation standards.
- Monitor and ensure adherence to all cash handling and credit policies and procedures.
- Supervising staffing levels to ensure that guest service, operational needs and financial objectives are met.
- Training staff on Conference and Banqueting operations
- Helping to train associates in safety procedures and supervises their ability to execute departmental and hotel emergency procedures.
- Interacting with guests to obtain feedback on product quality and service levels; effectively responds to and handles guest problems and complaints.
- Empowering your team to provide excellent customer service.
- Ensure your team understands expectations and both brand and hotel standards
- Supervise staff on your shifts to ensure a consistently high service delivery and guest satisfaction
- Awareness of guest satisfaction scores and the measures put in place to meet department quality targets and objectives
- Be confident with people, be able to sell, and able to deal with any guest complaints/issues in a timely and efficient manner
- Health and Safety management – comply with company procedures and Safety Risk Audits
- Keep staff / work areas tidy, safe and report any hazard, accident, loss or damage to management and observe all requirements under health and safety legislation

## Accountability

This job involves working in events and conferences. Hours of work will include mornings, evenings and weekend and Bank Holidays

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## 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

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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.

*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](mailto:michelle.trotter@andrashouse.co.uk)



