

## Deputy Conference and Banqueting Manager (Bars) – 40 hours

Hotel:

Crowne Plaza Belfast  
117 Milltown Road  
Belfast, BT8 7XP

Department:

Conference & Banqueting

Reports to:

C&B Manager

### What is the job?

The reputation of Crowne Plaza Belfast rests to a large extent on the ability to satisfy its Conference and Banqueting customers. As Conference/Banqueting Deputy Manager (Bars) you will be responsible for C&B bars and drinks service, and reporting & supporting the C&B Manager. As a senior Manager it is crucial that you convey our standards of professionalism and service to our customers, which they demand from a hotel of this standing. You must be able to do this personally, and through your staff, and you must be able to liaise closely with other departmental colleagues

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### Your day to day

#### People

- Manage everyday activity, plan and assign work ensuring you always have the right staffing numbers in C&B bar
- Develop your team and improve their performance through coaching and feedback, and create performance and development goals for colleagues
- Train colleagues to make sure they deliver with compliance and to the standards we expect
- Recommend or initiate any HR related actions where needed

#### Guest Experience

- Make sure all food and beverage equipment is in operational condition and regularly cleaned
- Provide excellent drinks service to guests and delegates, with highly trained team demonstrating knowledge and passion for the product lines.
- Make sure all food and beverage facilities including banquet/convention spaces are clean and properly stocked to anticipated business volume. Notify engineering immediately of any maintenance and repair needs
- Establish and achieve quality and guest satisfaction goals. Help guests with their requests and complaints - making sure you maintain a high level of guest satisfaction
- Meet and liaise with clients for pre-function meetings and to introduce appropriate function services personnel who will be client contacts.
- Liaise between banqueting kitchen and all C&B staff to ensure that appropriate courses are served on time.

#### Responsible Business

- Supervise room set-up for functions adhering to health and safety rules.
- Be fully conversant and comply with health and safety, food hygiene, fire and security regulations and procedures of the hotel and to ensure your team are aware of their responsibilities in this regard.
- Keeping up to date with liquor licensing legislation.
- Develop and implement procedure to reduce waste and energy consumption.

## Financial

- Monitor budget and control expenses with a focus on food, beverage and labour costs
- Drive promotions that deliver great dining experiences for guests at a good value
- Make sure credit and financial transactions are handled in a secure manner

## Accountabilities

This is one of the 2<sup>nd</sup> top Conference and Banqueting Positions within the Hotel. Supervising a large number of team members in all of our Banqueting Event areas including food and bar service and set up. Undertaking the role of Duty Manager according to the managers rosters, Helping in the other food & beverage departments throughout the hotel as and when required

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## What we need from you

### Essential:

- At least 2 years experience in Bar supervisor or management experience.

### Desirable:

- Bachelor's degree / higher education qualification in Hospitality preferred

## 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.

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## 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 [hrofficer@andrashouse.co.uk](mailto:hrofficer@andrashouse.co.uk)