

## JOB DESCRIPTION AND PERSON SPECIFICATION

<b>Job title</b>	Conference Crew
<b>Department / Team</b>	Meetings and Events
<b>Responsible to</b>	Meeting and Events Manager Event Managers Meetings & Events Supervisors
<b>Responsible for</b>	N/A
<b>Communicate with</b>	Conference and Event Teams Kitchen Operations Teams Sales Teams Front of House / Guest Relations Event Organisers / delegates
<b>Location</b>	De Vere Beaumont Estate
<b>Contract Type</b>	Full Time
<b>Date</b>	January 2022

### **What is the main purpose of the role?**

To assist the Meetings and Events Teams in the effective set-up, organisation and close down of all meeting and events spaces.

### **Key Responsibilities and Duties**

1. To maintain a high professional standard of performance at all times throughout the Meetings and Events department.
2. To ensure the highest standards of quality, service and customer care are maintained in the assigned events/event set ups.
3. To assist with unloading trucks and putting equipment in staging areas where it will be erected or assembled.
4. Ensure guests'/clients' needs are anticipated whenever possible to enhance the quality of service and ultimately the guests' satisfaction.
5. To ensure equipment is maintained in order that it remains in effective working order, with correct storage to minimise damage to any piece of equipment.
6. Attend any meeting as requested by Management.
7. To follow the instructions of the Conference Crew Supervisors to ensure that the M&E areas are set up at all times, as per function sheets.
8. Follow instructions to setup and help take down events, taking inventory of all items and packing them so they are ready for easy use at the next event.
9. Lifting event equipment onto a trolley and moving it to the correct location safely in accordance with Health & Safety guidelines.
10. To ensure fixtures, fittings and equipment are all maintained in perfect working order and impeccably clean.
11. To carry out the safe and secure control of the crockery, glassware, cutlery, foodstuffs and sundries.
12. Assist with ensuring that all pre-service checklists are completed and that all service areas are ready in time to agreed SOP standard.
13. To carry out all cleaning and hygiene tasks are completed to agreed time scales.

14. Ensure all back of house areas are kept in a tidy, hygienic and organised state as per agreed SOP and per Health & Safety guidelines.
15. To carry out any other duties as reasonably requested by Supervisors and Management team.

**General**

1. To be an ambassador for the Group welcoming new colleagues and helping them to settle into the business.
2. Demonstrate a “can do” attitude always offering engaging hospitality to all colleagues and our guests
3. Promoting the image and the brand of the Company at all times, through our behaviour and personal presentation ensuring we are always smart and ready for business at all times.

**Learning and Development**

1. To attend and contribute to regular value added learning and development sessions carried out by your HOD or specialist within the business to support both business performance and personal learning.
2. To ensure you perform your daily duties in accordance with the trained and communicated standards and lead by example in developing a customer focused engaging service driven hospitality offering to our guests and internal colleagues.
3. Take an active role in enhancing and taking ownership for your own continuous personal development.

**Health & Safety**

1. To ensure that the Company Health & Safety procedures are adhered to and implemented within the department, including maintaining cleanliness of work areas at all times.
2. To be aware of all legislation that is relevant to your work and ensure that all legal requirements are met including: licensing, health & safety at work, COSHH, environmental health, fire precautions, manual handling and any other relevant policies.

Signed: .....

Job Holder: .....

Date: .....

The responsibilities in the Job Description are subject to change from time to time to reflect the changes in business requirements.