

# Job Description: Conference & F&B Support Steward



Job:	Conference / Meetings / Business Events
Position:	Conference & F&B Support Steward
Date (in job since):	2 <sup>nd</sup> September 2024
Immediate manager (N+1 Job title and name):	Hotel Manager
Additional reporting line to:	
Position location:	Woodbank Hotel, Aberdeen

## 1. Purpose of the Job – State concisely the aim of the job.

To oversee the conference and meeting room function of the hotel. Managing the booking and requirements of such in line with company and client standards. Duty Manager Shifts as required in line with the hotel operating plan.

## 2. Main assignments – Indicate the main activities / duties to be conducted in the job.

1. To manage the meeting and conference department whilst supporting F&B within the hotel
2. Carry out duty management shifts inline with hotel operating procedure
3. Maintain accurate data and provide it to the relevant departments.
4. Liaison with clients and customers who are using the meeting and conference facility within the hotel
5. Handling meeting queries professionally and in a timely manner
6. Accurate and timely billing to clients and customers
7. Setting up and maintaining meeting areas, IT equipment, audio visual equipment and any other required equipment
8. Ensuring all conference kit has current pat test stickers
9. Liaison with the kitchen and food and beverage team to report catering figures on a daily basis
10. General housekeeping of all conference areas, including recycling activities
11. Ordering and replenishment of vending supplies, IT supplies and stationary
12. Photocopying and printing supplies liaison
13. Submission of reports as and when required
14. Identification of opportunities for service improvement or development within the conference environment
15. To ensure you meet Sodexo and Shell's legal regulations on health and safety, food safety, hygiene and the environment.
16. Embrace and grow a 'zero harm mindset by ensuring the accurate reporting of near misses and accidents as well as reporting any equipment defects to your line manager in line with company procedure
17. Ensure all company documents are completed with integrity and that due diligence is practiced at all time.
18. Continue to develop one's own skills and knowledge within the position
19. Attend weekly team meetings to maintain levels of communication across the team
20. Able to work on own initiative within a team environment.
21. A positive working relationship with the client is evident
22. Maintain levels of quality, cleanliness, food safety and hygiene in line with company SEMS, Safeguard and local authority regulations i.e. EHO, HSE
23. Assist within the food and beverage department as and when required.
24. Any other reasonable request as required by site management, client

**3. Person Specification** – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Knowledge, skills and experience required:

**Essential**

- Computer literate
- Excellent communication skills both written and verbally and can demonstrate experience of working with previous customers or clients
- Excellent interpersonal skills and ability to communicate effectively with customers, clients, and staff at all levels
- Good time management and organizational skills
- Ability to work well under pressure managing multiple workloads
- Ability to achieve and set standards and operate to performance criteria, with particular regard to hotel operations
- Knowledge of Health and Safety and Food Safety
- Able to demonstrate attention to detail and adherence to standards
- Positive approach to learning in role and identifying own training needs as appropriate
- Self-motivated with a sense of own initiative
- Ability to work effectively as part of a team
- Flexible approach to role - must be available to work different shifts including evenings and weekends if required by the business

**Desirable**

- Previous experience in meetings and events coordination
- Sound knowledge of IT and Audio visual equipment
- Food & Beverage Experience

**6. Management Approval** – To be completed by document owner

Version	V1	Date	
Document Owner			

I have received and read my job description and understand it acts as a guide only to my duties and responsibilities and is not exhaustive. I agree to undertake any other duties deemed reasonable by the management.

Employee Name (PRINT) .....

Employee Signature .....

Issued By: .....

Date: .....

