

Job Description:
Conference and Banqueting Operative

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| Function: | Sport and Leisure |
| Job:  | Conference and Banqueting Operative |
| Position:  | Conference and Banqueting Operative |
| Job holder: |  |
| Date (in job since): | 06/02/19 |
| Immediate manager (N+1 Job title and name): |  |
| Additional reporting line to: | Senior Operations Manager &Operations Manager, Head of Operations |
| Position location: | St James Park |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To assist the Conference and banqueting department in the execution of the daily business
* To prepare the venue for match day
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. |
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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To be flexible in your approach to working in all areas of the Food & Beverage department, and wider Operations department.
* Liaise with various client departments to prepare for and support match day
* Produce accurate match day room plans
* Ensure all HR/accounts related prep is prepared in advance
* Ensure all checklists are prepared in advance
* Ensure all match day menus, signage and labelling is accurately produced
* Order place with external suppliers for match day
* Ensure the preparatory work for all match day is completed in a timely manner in advance of match day and ensuring match day managers are in full possession of all relevant final edition plans and collateral
* Adhering brand guidelines as set done by the client, liaising with the club during the close season
* Reacting and responsive to any amendments or changes requested on a match day.
* Ensure all working practices follow appropriate risk assessments and ssw’s whilst on shift.
* Ensuring that customer/Client requirements and satisfaction are met throughout and good customer relations prevail at all times.
* Noting and dealing with any guest comments, complaints, compliments or requests, dealing with them directly in the first instance if possible and informing the CSD,HOO,SOM/OM manager thereafter.
* Reporting all defects of equipment, damage to furnishings and any incidents involving theft or hazard to management.
* Ensuring that all inter and intra departmental communication links function efficiently and all staff have been briefed adequately.
* Attending match meetings when required.
* Seeking always to maintain good relations with staff, external suppliers and ensuring harmonious inter departmental co-operation within the Stadium at all times.
* Ensuring at all times the security of company stock, property and premises.
* Ensuring the security of cash during the shift and close down of shifts, ensuring all cash is secured in a safe, bar stocks and cellar inventories and full compliance with the companies checking and control procedures.
* Assistance with recruitment and assessment of staff. To encourage good staff, recognise potential and advise poor or untrained staff of the need to improve. Maintain maximum attendance levels to minimise any absenteeism.
* Ensure accidents, illness, absenteeism is reported promptly and followed up.
* Ensuring the security of all keys and areas within the Catering Facility at all times.
* Ensuring all relevant documentation is signed as laid down by company procedures.
* Carry out security checks as laid down by company procedures.
* To carry out any reasonable request whilst being flexible and adaptable to changes.
* To be willing to assist/move to other areas of the business to further develop skills.
* Comply with all Company Terms and Conditions (including grooming, social media policy)
* Setting up function suites as per function sheet and providing all necessary mis en place in the most efficient and productive way setting as far ahead as is practicable
* To ensure that customer requirements and satisfaction are met throughout the day and good customer relations prevail at all times.
* To ensure that you are entirely customer focused and ensure that excellent customer service is delivered at all times.
* To be responsible for the day to day running of the Food & Beverage operation and ensure that standards are maintained.
* To ensure all opportunities for sales are seized, and backed up by the necessary paperwork in the event of payment not being taken on the day.
* To be fully aware of the specifics of individual functions on a day by day basis, such as arrival times, refreshment break times, food service times and bar closing times.
* To be aware constantly of amendments to events, accommodating changes as necessary.
* To wear full and correct uniform at all times when on shift, including any Personal Protective Equipment which you have been issued with.
* To ensure the preparation of all function areas, the quality of service and standards of hygiene within the catering facility conforms to company standards.
* To ensure the preparatory work for all events is completed in a timely manner.
* To ensure all refreshment breaks are serviced in a timely manner, minimising disruption to guests.
* To ensure all function rooms in use are continually refreshed and maintained to a high standard.
* To make use of quiet periods during the day to ensure the necessary preparation is done for the following day.
* To ensure that customer requirements and satisfaction are met throughout their event and good customer relations prevail at all times.
* To ensure that all Food & Beverage service standards and procedures are adhered to at all times.
* To ensure the smooth operation of all Conference & Banqueting events and functions.
* To be fully aware of all bar licensing laws and liquor sale laws and ensure that these are adhered to at all times.
* To have a thorough knowledge of dishes served within the Conference & Banqueting facility and be able to give feedback or information to customers who have questions.
* To ensure that all customers are served food and beverages in accordance with company standards.
* To ensure all Conference & Banqueting functions are set correctly and that company standards are maintained to the highest level.
* To be informed and prepared for customer requirements during service so that the highest standard of service is provided at all times.
* To ensure that all areas of the Conference & Banqueting facility are maintained to an exceptional standard of cleanliness and appearance.
* Ability to work front of house within conference and banqueting encompassing both front of house and back of house roles including but not limited to setting rooms, laying up, polishing and serving both food and beverages
* Ensuring all crockery, cutlery and glass is polished
* Clearing store rooms, function rooms of all equipment once the room is completed.
* Ensuring the safe and secure storage of equipment and stock.
* Ensuring the safe and secure storage of tables, chairs and equipment/AV
* Ensure that deliveries are collected in a timely manner and re-distributed to the relevant place
* Ensure that property that is left is securely stored until such time as collected
* Assist in the installation and de-rig of pole and drape kit and AV
* To assist in the cleaning of furniture and upholstery
* To be aware constantly of amendments to events, accommodating changes as necessary
* To ensure all corridors and exits are kept clear of equipment, or equipment/AV is stored in accordance with previous stipulated guidelines.
* To complete all tasks in line with the guidelines set out in the Safe Systems of Work and Risk Assessments.
* To be aware of all fire and evacuation procedures and strictly adhered to these in the event of the fire alarms being activated.
* To take responsibility for monies when working within the bar and strictly follow all company cash handling procedures and practices.
* Ensuring at all times the security of company stock, property and premises.
* To ensure the security of cash during the shift and close down of shifts, ensuring all cash is secured in a safe, bar stocks and cellar inventories and full compliance with the companies checking and control procedures.
* To ensure that all bar and cellar stocks are established at adequate but not excessive par levels and that proper stock rotation is established.
* To ensure maintenance and cleaning schedules, for bars and cellars cover work surfaces, shelving, floors, walls, racks, sinks, cupboards and refrigeration cabinets and ensure that all tasks have been properly completed to the required standard.
* To follow all safe working practices when dealing with cellars and cellar equipment such as kegs, sack barrows, gas cylinders and line cleaning fluids.
* To report any broken equipment, such as tables and chairs, removing it from circulation and either disposing of it or moving it to await repair.
* To be aware constantly of amendments to events, accommodating changes as necessary.
* To ensure that all areas of the facility are maintained to an exceptional standard of cleanliness and appearance.
* To ensure that all work is carried out in safe, professional and non-hazardous manner, in accordance with company Risk Assessments and Safe Systems of Work and to report any defects to equipment or unsafe practices to your line manager.
* To ensure all PPE issued is worn when on shift.
* To be aware of all fire and evacuation procedures and strictly adhered to these in the event of the fire alarms being activated.
* Seeking to maintain good relations with staff and between departments.
* Promoting Sodexo and Newcastle United in a positive manner to the public at all times.
* Reporting all defects of equipment, damage to furnishings and any incidents involving theft of hazard to management.
* To attend all meetings and training sessions when required.
* To consistently show a proactive and flexible approach to all areas of your work and work to the best of your ability at all times.
* To complete any reasonable request from the SOM,OM,HOO whilst being adaptable to changes.
* Comply with all company Terms & Conditions including grooming and social media policies.
* Assisting within other departments as required, such as within functions during busy periods, and being equipped with the necessary uniform to do this.
* To ensure all breaks are taken at the correct times in line with company policy.
* Assist with equipment stocktakes and electrical checks, completing the relevant paperwork to document this.
* Comply fully with COSHH regulations.
* Ensuring strict adherence to manufacturer’s instructions regarding the use of chemical agents and their application
* Undertaking cleaning duties as specified on work schedules in accordance with operating procedures
* Ensuring strict adherence to manufacturer’s instructions regarding the use of chemical agents and their application
* To ensure standards of hygiene within your working area and working practices conform to company standards.
* Assist with equipment stocktakes and electrical checks, completing the relevant paperwork to document this.
* Noting and dealing with any guest comments, complaints, compliments or queries, dealing with them directly or with the Supervisor in the first instance while recording them for future reference. Where necessary, involve the General Manager, SOM/OM/HOO thereafter.
* Ensure accidents and illnesses are reported promptly and in the correct manner.
* Reporting all defects of equipment, damage to furnishings and any incidents involving theft of hazard to management.
* To undertake any match day administration tasks
* To complete any reasonable request from your line manager whilst being adaptable to changes.
* Comply with all company Terms & Conditions including grooming and social media policies
* To supervisor any food and beverage shifts if required
* Assisting with housekeeping where necessary including laundry and linen duties
* To be willing to assist/move to other areas of the business to further develop skills or meet the demands of the business
* To undertake match day and special event (Concerts, rugby etc) management shifts
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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * To supervise where applicable and co-ordinate daily logistics of meeting/events set-ups and service as well as match day.
* To Ensure that all required cutlery, crockery and glassware is polished
* Ensure the preparation of all Function areas, the quality of service and standards of hygiene within the Catering facility conforms to the criteria set out in the SOP manual.
* Laying up function suites as per function sheet and providing all necessary mis en place in the most efficient and productive way setting as far ahead as is practicable
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Experience of working within a large operation with high volume conference and banqueting
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
 | * HR Service Delivery
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| * Employee Engagement
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| * Learning & Development
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| 9. Management Approval – To be completed by document owner |
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| Document Owner | David Johnson |

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