

Job Profile
Events Assistant Manager

Job Purpose: This role is to manage functions ranging from private parties, conferences to weddings and you will have responsibility for room set up as well as ensuring that your team are fully briefed and organised prior to a function. You must be well presented with excellent communication and leadership skills, as the role will be working in front of house and liaising with clients on a day-to-day basis.

Reporting to the Front of House General Manager you will ensure that together, the team are motivated and trained to meet the highest levels of guest care as you lead by example.

Key Outputs and Accountabilities

- Interpret the event plans accurately and ensure the customer's stated expectations are met.
- Assistant the events manager in event delivery, ensuring all details are addressed and delivered to the guest's specification.
- Ensure that rooms not in use are in an appropriate state for show-rounds of potential customers, either by prior or chance appointments.
- Be present to meet and greet customers checking requirements and passing on relevant information (e.g. fire evacuation procedure, message system, etc.).
- Promote additional sales/selling up whenever possible.
- Be aware of company policies which affect your department.
- To ensure that the department creates a professional impression to customers and team members.
- To always follow procedures for food and beverage controls.
- To assist with maintaining and improving departmental operating standards.
- To assist with and suggest new promotional opportunities to enable departmental sales to meet and exceed budget.
- Helping prepare staff rotas with respect to the needs of the business. Must lead by example and role model the expected behaviour's while projecting a sense of urgency in responding to guests needs.
- Other duties as specified by the events & café executive manager to reflect the needs of the business.
- Work together with the team to ensure that the business is the best it can be.
- Be willing to take on jobs to balance the team workload.
- Supervise, train, and develop others. Support, encourage and motivate others.

Person Specification

Desirable

- You will be able to complete a wide range of activities requiring clear communication, excellent organisational skills, and attention to detail.
- You can work well under pressure, ensuring the smooth and efficient running of the events.
- Be customer focused and consistently delivering excellent customer service with an informed, friendly, and effective approach.
- To constantly exceed guest expectations, delivering the highest standards of customer service, in a fast-paced environment.
- Be friendly, smiley, sociable and welcoming to our customers, to create a great atmosphere.
- Be confident and self-motivated, demonstrate a passionate commitment to the business.
- You will welcome and embrace change, with a positive attitude and a desire for personal growth.

Reports to: Front of House General Manager

Direct reports: Event Assistants

Pay Band: E