JOB DESCRIPTION

DEPARTMENT: Conference Services
POSITION: Manager

JOB OVERVIEW:
Responsible for the management of all aspects and functions of the Conventions Services Department in accordance with Hotel standards. Coordinates arrangements and details for clients' functions. Directs, implements and maintains a management philosophy which serves as a guide to Convention Services staff.

REPORTS TO: F&B Director & Sales Director.

SUPERVISES:

WORK ENVIRONMENT:
Conference Services offices, Banquet meeting rooms/any Hotel location designated for a group function or event, service areas of Hotel.
Job involves working:
• under variable temperature conditions (or extreme heat or cold).
• under variable noise levels.
• outdoors/indoors.
• around fumes and/or odor hazards.
• around dust and/or mite hazards.
• around chemicals.

KEY RELATIONSHIPS:
Internal: Stewarding/Housekeeping/Front Desk/Accounting/Storeroom/Sales and Catering/Purchasing/Engineering/Security and Executive offices.

External: Hotel guests/visitors, Trade show/Exposition Company Set-up personnel, Suppliers and Clientelle.
QUALIFICATIONS

Essential:
1. High school graduate or equivalent vocational training certificate, some college.
2. ___ years experience as an Assistant Conference Services Manager, preferably a ___ style Hotel.
4. Knowledge of all styles of room set-ups, standard equipment involved and proper handling of such.
5. Knowledge of organizing set-up requirements from information on B.E.O.’s.
6. Knowledge of staffing guidelines/requirements to set-up, turn and break-down function spaces.
7. Fluency in English both verbal and non-verbal.
8. Provide legible communication.
9. Compute basic arithmetic.
10. Familiarity with cost controls.
11. Ability to:
   • perform job functions with attention to detail, speed and accuracy.
   • prioritize and organize.
   • be a clear thinker, remaining calm and resolving problems using good judgement.
   • follow directions thoroughly.
   • understand guest’s service needs.
   • work cohesively with co-workers as part of a team.
   • work with minimal supervision.
   • maintain confidentiality of guest information and pertinent Hotel data.
   • ascertain departmental training needs and provide such training.
   • direct performance of staff and follow up with corrections when needed.

Desirable:
1. College degree.
2. Fluency in a second language, preferably ____.
3. Ability to suggestively sell.
4. Ability to input and access information in the property management system/computers/point of sales system.
5. Knowledge of proper chemical handling and cleaning techniques.
6. Previous guest relations training.

PHYSICAL ABILITIES

Essential:
1. Exert physical effort in transporting ____ (____pounds) to ____.
2. Endure various physical movements throughout the work areas.
3. Reach ____ inches/feet.
4. Remain in stationary position for ____ minutes/hours throughout work shift.
5. Satisfactorily communicate with guests, management and co-workers to their understanding.

Desirable:
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**ESSENTIAL JOB FUNCTIONS**

1. Maintain complete knowledge of and comply with all departmental policies/service procedures/standards.
2. Maintain complete knowledge of correct maintenance and use of equipment. Use equipment only as intended.
3. Anticipate guests’ needs, respond promptly and acknowledge all guests, however busy and whatever time of day.
4. Maintain positive guest and employee relations at all times.
5. Be familiar with all Hotel services/features and local attractions/activities to respond to guest inquiries accurately.
6. Resolve guest complaints, ensuring guest satisfaction.
7. Monitor and maintain cleanliness, sanitation and organization of assigned work areas.
8. Maintain complete knowledge of:
   a) Daily scheduled group functions, times, locations, amount of people and specified requirements.
   b) Location of all Hotel function space and names of rooms.
   c) All styles of meeting and Banquet room settings.
   d) Correct maintenance and use of equipment.
   e) All Departmental/hotel policies and procedures.
   f) All safety guidelines.
9. Check storage areas for proper supplies, organization and cleanliness. Instruct designated personnel to rectify any cleanliness/organization deficiencies.
10. Establish par levels for supplies and equipment. Complete requisitions to replenish shortages or additional items needed for the anticipated business.
11. Requisition linens/skirting required for business and assign staff to transport such to the storage areas.
12. Review sales and labor costs for previous day; resolve discrepancies with Accounting. Track actuals against budget.
13. Retrieve and organize Banquet Event Orders (B.E.O.’s) according to departmental standards. Make note of changes as received from Catering and post function sheets for the next 7 days.
14. Review all group resumes and group meeting requirements and organize into chronological order.
15. Document daily set-up requirements according to departmental procedures and attach respective diagrams. Prepare diagrams as needed.
16. Prepare weekly work schedules in accordance with staffing guidelines and labor forecasts. Adjust schedules throughout the week to meet the business demands.
17. Prepare daily work assignments in staff and make relevant copies for accordance with Hotel standards.
18. Inspect the preset scheduled function areas/rooms for cleanliness, working condition and proper furniture/equipment set up; rectify any deficiencies with respective departments.
19. Ensure that staff report to work as scheduled. Document any late or absent employees.
20. Assign work in accordance with departmental procedures. Communicate additions or changes to the assignments as they arise throughout the shift.
21. Conduct pre-function meeting and review all information pertinent to set-up and service of group.
22. Inspect grooming and attire of staff; rectify any deficiencies.
23. Coordinate breaks for staff.
24. Assign designated keys and beepers to staff. Maintain accurate record of such and ensure security of keys.
25. Check Houseman’s carts for proper supplies, neatness, cleanliness and mechanical problems. Instruct designated personnel to correct deficiencies.
26. Constantly monitor staff performance in all phases of service and job functions, ensuring that all procedures are carried out to departmental standards; rectify any deficiencies with respective personnel.
27. Inspect set-ups; check for cleanliness, neatness and agreement with group requirements and departmental standards; rectify deficiencies with respective personnel.
28. Monitor and ensure that functions are set up, refreshed and broken down in compliance with scheduled times and departmental procedures.
29. Assist staff with their job functions where needed to ensure optimum cleanliness and service standards for guests.
30. Meet group coordinator/host(ess) prior to function, make introduction and ensure that all arrangements are agreeable.
31. Coordinate group’s requests for additions/changes to scheduled arrangements.
32. Answer phones within ___ rings, using correct salutations and telephone etiquette.
33. Direct the final breakdown of function room and clean up. Ensure all department standards are met.
34. Establish a preventative maintenance program for equipment. Ensure that staff handle equipment safely and according to procedures.
35. Inspect all function space for cleanliness and condition, using specified checklists. Ensure that each area meets designated standards. Directly contact respective personnel and relay any deficiencies to be corrected.
36. Complete work orders for maintenance repairs and submit to Engineering. Contact Engineering directly for urgent repairs.
37. Monitor storage and delivery of group packages, ensuring that all procedures are met.
38. Ensure all closing duties for staff are completed before staff sign out.
39. Provide feedback to staff on their performance. Handle disciplinary problems and counsel employees according to Hotel standards.
40. Respond to all pages by beeper promptly.
41. Prepare and submit daily/weekly payroll and tip distribution records.
42. Document pertinent information in department log book.
43. Complete all paperwork and closing duties in accordance with departmental standards.
44. Review status of assignments and any follow-up action with on-coming Supervisor/Manager.
45. Maintain a personal organization system for files and paperwork within departmental guidelines.
46. Ability to effectively handle multiple accounts and priorities, to ensure the successful completion of all job duties and client responsibilities.
47. Contact client and maintain effective communication throughout planning and while on site to insure successful completion of convention.

SECONDARY JOB FUNCTIONS

1. Complete and direct scheduled inventories.
2. Prepare weekly forecast of labor costs and expenses.
3. Conduct monthly departmental meetings.
4. Attend designated meetings.
5. Interview Conference Services applicants.
6. Complete departmental filing.
7. Coordinate deliveries of scheduled function amenities (i.e., flowers) with vendors.
8. Meet with clients to work out the details of their functions.
9. Escort clients through the property and highlight features of facility as well as available services.
10. Prepare list of departmental equipment for annual capital expenditures.
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STANDARD SPECIFICATIONS

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, other employees or guests.

A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and requirements are essential job functions.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervisor.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.