



## **BRITAIN YEARLY MEETING**

### **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>CONFERENCE &amp; HOSPITALITY ASSISTANT</b>
<b>REPORTING TO:</b>	CONFERENCE & HOSPITALITY SUPERVISOR
<b>RESPONSIBLE FOR:</b>	NONE
<b>DEPARTMENT:</b>	SERVICE DELIVERY
<b>DATE:</b>	JUNE 2022

#### **Job purpose:**

To support the Service Delivery Team in the day to day delivery of all events, conference and meeting services, AV, hospitality, Restaurant and Cafe and front of house including the set-up and organization of event rooms and audio visual; the set-up, collection, and clear down of all food & refreshment services; the clear-down, cleaning and re-setting of rooms; and assistance on the provision of conference and associated services through the delivery of minimum quality standards, outstanding customer service, and effective teamwork.

#### **Key accountabilities:**

1. To collect, set-up and deliver all food service, hospitality, AV, room, and conference services as required.
2. To ensure the full set up of all AV, conference, meeting, and events rooms and spaces within Friends House in compliance with client requirements and minimum quality standards.
3. To assist and serve in the Café (and restaurant) food service operations as and when required including service cover and cash handling.
4. Take instruction from daily CABS sheets to determine meeting room and catering set ups, any AV requirements for that day and the following day.
5. Assist any external AV Technicians, hired in by the client or Friends House.
6. To support clients and delegates in all meetings giving advice and technical assistance as necessary and be on call to assist in any way as needed by clients and management.
7. To ensure that all food & refreshments for service are collected from the Kitchen (or Catering contractor) and ensure their correct, safe and timely set-out in the designated rooms/areas as confirmed in the event sheets and in compliance with the minimum quality standards
8. To ensure that all hospitality and food & beverages served are to the required standards in respect of quantity, quality and presentation and at the proper time

9. To ensure that food is replenished and clear all food, beverage and hospitality services for meetings ensuring their efficient and courteous service
10. To ensure effective clear down, clean and re-set of meeting rooms at the end of each meeting in accordance with the MQS and clear-down procedures
11. To set-up of AV requirements in events and meeting rooms in accordance with client requirements and ensure that AV support to rooms is provided throughout the meeting or event.
12. Ensure that corridors are kept free of furniture and clutter at all times, ensuring that no fire exits are blocked in any way as this is now considered a criminal offence.
13. Ensure that all customer/client queries are addressed courteously and effectively and where they cannot be resolved, that these issues are reported promptly and effectively to service delivery supervisors or management.
14. Assisting in other areas including the Café, reception and front of house and restaurant as required
15. To ensure that at all times, all events and meeting rooms, equipment, food & services comply with the Health & Safety Regulations, Food Hygiene & Food Safety Act and all other relevant legislation and that all (Potential) shortfalls are reported to the service delivery management.
16. To ensure that all consumption over and above the agreed service level is recorded and communicated to the service delivery management.
17. To operate tills and Pdq machines and handle cash in the events rooms, Café and restaurant
18. To complete any procedural documentation as may be required
19. At all times, to provide the highest possible standards of customer care in compliance with Quiet Company standards and our customer commitments to ensure the achievement of all customer satisfaction targets and NPS scores.
20. To ensure that you undertake your staff induction and training fully and as necessary
21. Ensure that the correct labelling and display of food & beverage menus, items, descriptions, allergens, and special diets are displayed within the operation and for all food service provision
22. To assist in the cover of film shoots in the building as may be required
23. To ensure that you wear the correct uniform properly and at all times including name badge and PPE and that you are well groomed, well-presented and always appear professional
24. To undertake any other reasonable tasks that may be required in order to meet the needs of the business (during off peak periods this could involve other duties in other departments).

### **Intellectual Demands**

1. To actively promote good working practices and good working relationships with all colleagues, clients, contractors and management
2. To positively support and promote Friends House and actively sell the services
3. The post holder is required to provide a high level of attention to detail, working swiftly, efficiently and accurately under pressure, with the ability to plan ahead.
4. A reasonable level in reading, writing and, numeracy

### **Judgements**

1. Respond as quickly as possible to the needs of the business and of clients and positively seek to fulfil client requirements and be flexible and cooperative in meeting

last minute requests and ad-hoc business requests ensuring effective communication for the fulfilment of such requirements

2. The post is defined by policies, procedures and codes of conduct.

### **Use of Resources**

1. Ensure that all equipment used for meeting rooms is secured and keep the AV store tidy and organised at all times ensuring all AV equipment is returned in good order to the safety of the store room.
2. To report any breakages, faults, repairs, damage, etc immediately to the conference & hospitality supervisor and/or AV Technician
3. To use all cleaning equipment and chemicals in accordance with the MQS and with H&S and legislative compliance including COSHH, Manual Handling, Working from heights, etc

### **Communications**

#### **To communicate effectively at all times**

1. To understand and deliver on all internal and external client expectations
2. To work at all times in a professional, courteous and respectful manner promoting excellent working relationships.

**Internal:** 60%

**External:** 40%

### **6. Physical Demands & Co-ordination**

1. To be able to work flexible hours, in accordance with the needs of the business including weekends and evening working and early starts. Overtime hours may be asked but not presumed.
2. Due to the nature of the conference & hospitality operation the role sometimes requires lone working and without supervision.
3. The role involves prolonged periods of standing on your feet, moving of equipment / furniture, manual handling of chair stacks and boxes, working with PC's and other electrical appliances.
4. Competent in handling electrical appliances

### **Working Conditions and Emotional Demands**

1. Have interaction with a high volume of people from a variety of backgrounds within short periods of time and have varying needs. Some customers can have difficult requests and be very demanding.
2. Certain tasks can be allocated to specific individuals or pairs as set out in the Work schedule, but remains interchangeable during any five working days out of seven from 0700 to 2300, as directed by the rota, including BYM event/weekend.

### **OTHER RESPONSIBILITIES:**

- To undertake duties and responsibilities commensurate with the post
- Responsible for ensuring that BYM's Safeguarding Policy is adhered to in all aspects of the role
- Responsible for ensuring that BYM's Equal Opportunities Policy is adhered to in all aspects of the role
- Responsible for ensuring that BYM's Health & Safety Policy is adhered to at all times

- Responsible for ensuring that BYM's commitment to sustainability is adhered to in all aspects of the role
- Responsible for ensuring that Britain Yearly Meeting's Staff handbook is adhered to at all times.

### **Competencies**

The postholder is expected to demonstrate Quaker Values, Hospitality Commitments and the following Hospitality & Facilities competencies:

#### **Team Work: *Works effectively with others and builds positive relationships***

- Keeps the right people informed
- Has a positive 'can do' attitude
- Listens and responds appropriately
- Acts positively to feedback and learns from it
- Supports colleagues in their day-to-day work

#### **Planning & Organising: *Organises and delivers tasks in a decisive and timely manner***

- Prioritises work appropriately, understands what is important
- Updates the right people on progress
- Uses good judgement to get things done
- Does what says will do
- Provides others with encouragement and support to complete an activity

#### **Working responsibly: *Uses resources (people, technology, finance, supplies and equipment) responsibly ethically, delivering to internal processes and standards***

- Resolves any resource problems - refers to the right person as appropriate
- Uses resources that minimises the impact on the environment
- Understands departmental policies and process
- Keeps up to date with changes to internal process and standards
- Enters data and information on IT systems in a timely manner

#### **Customer focus: *Understands customer needs and builds effective customer relationships***

- Remains calm and peaceful in difficult situations
- Says sorry for mistakes and problems
- Keeps customers informed
- Spots and reports customer issues to right person
- Puts the customer first

### **Job Description and Person Specification Agreement**

Post holder signature:

Manager signature:

Date:



## **PERSON SPECIFICATION CONFERENCE & HOSPITALITY ASSISTANT**

<b>Job Title:</b>	<b>CONFERENCE &amp; HOSPITALITY ASSISTANT</b>
<b>Department:</b>	<b>SERVICE DELIVERY</b>
<b>Date:</b>	<b>JUNE 2022</b>

### **ESSENTIAL KNOWLEDGE:**

- Food & Beverage service
- Quality food service, conference, events & meeting operations
- Food Safety Act & Food Hygiene Regulations
- Health & safety
- Audio/visual equipment and services
- Customer service requirements
- Knowledge of and sympathy with Quaker values
- Quality Accreditation Standards
- Minimum Quality Standards
- Event Detail Sheets
- Operational Checklists
- F&B EPOS system
- An ability to communicate in spoken and written English
- Teamwork

### **ESSENTIAL QUALIFICATIONS:**

- None

### **ESSENTIAL EXPERIENCE**

- Experience of working within a conference and meeting environment in a venue of comparable business size with similar production and service standards (e.g. Hotel, Conference Venue) working with AV and IT equipment
- Communicate with people face to face in a customer service environment
- Customer focused
- Corporate events and meeting Hospitality service
- Demonstrable ability to work as a team player
- Demonstrable ability to work unsupervised under own initiative
- Demonstrable skills in handling Audio Visual and Information Technology equipment.

### **ESSENTIAL SKILLS**

- Share knowledge and information
- Actively contributes to discussions and meetings
- Understand other's perspectives
- Proactively seek feedback to improve ways of working

- Get to know colleagues to understand their viewpoints and how they like to work
- Customer Focused
- Good oral communication skills
- Energetic, Enthusiastic, motivated
- Adaptable
- Reactive and Proactive
- Good organizational skills
- Attention to detail
- Able to work on own initiative

## **DESIRABLES**

- Knowledge of SOP's/MQS and quality standard systems
- EPoS operation and cash handling
- Health & safety Certificate
- Food Hygiene Level 1 or above
- Customer Service training to NVQ Level 1 or above