



### JOB DESCRIPTION

**JOB TITLE:** Casual Conference Porter  
**DEPARTMENT:** Conference & Banqueting  
**RESPONSIBLE TO:** Conference & Banqueting Supervisors

### PRIMARY PURPOSE OF JOB:

Ensuring that guests receive the highest standard of service and hospitality in all Conference & Banqueting areas in line with any legal requirements and regulations laid down by the company and law.

### Summary of Duties & Responsibilities

1. To prepare the Conference & Banqueting rooms ready for service, ensuring that all tasks are completed to the correct standard according to business levels as requested by the Conference & Banqueting Supervisor.
2. To greet guests in a friendly, polite and professional manner and provide a high standard of service at all times in accordance with the company standards.
3. To become fully conversant with all aspects of the Conference & Banqueting department. This is to include; Conference standards, Function sheet translation, Room set ups, Conference service, Banqueting service and Conference & Banqueting preparation. Ensuring that all tasks are completed in line with company standards and legal requirements.
4. To maintain high standards in Conference & Banqueting service within the F&B department, ensuring that everything is adhered to within required times, and in the appropriate manner laid down in the departmental standards.
5. To ensure all equipment and rooms are set-up and prepared to company standards. To comply with all Health & Safety regulations as laid down by the company and law.
6. To ensure that all equipment is stored in the correct manner, in line with all food and beverage/conference and banqueting requirements and Health & Safety legislation. To notify a senior member of staff of any incident that is beyond your control and is not covering the above laws.
7. To ensure that all timesheets, cleaning rotas, and training are signed upon completion and to the standard that is expected within the standards manual.
8. To ensure that when responsible for the duty of cashier, all cash is handled properly and cash-up and billing is accurate and checked by the Supervisor on duty.
9. The shift handover diary is to be completed with any relevant information for the next shift, including special bookings and changes in business.
10. To comply with and act in accordance with all Company fire regulations and to adhere to the Company's fire policy.
11. To act in accordance with all Health & Safety and Hygiene regulations and to adhere to the Company's Health & Safety policy.

12. To attend all statutory training as & when requested.
13. To arrive at work at the correct time and in the correct uniform ensuring it is in immaculate condition.
14. To behave in a friendly and hospitable manner to all guests, customers and staff.

This JOB DESCRIPTION is not exhaustive; therefore the job holder may be required, from time to time, to carry out tasks as & when requested by Management.

*I have received, read and understood a copy of the Job Description.*

EMPLOYEE SIGNATURE:

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DATE:

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