



## **Job Description**

**Job Title:** Front of House assistant

**Reports to:** Conference and Events Manager

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To ensure an outstanding conference experience and efficient customer service to all Conference and Hotel guests.

You will be providing an extraordinary conference and catering experience within our portfolio of venues which includes Holywell Parks dedicated conference centre and Burleigh Court Hotel and Conference Centre.

As an Imago Venues employee this post will assist in the operation of the Conference and F&B service across our venues.

## **Duties and Responsibilities**

### **Customer Service**

1. To engage with team members and senior management and offer the best level of customer service at all times
2. To ensure any guest issues are addressed immediately and resolved in a manner which exceeds the customers' expectations
3. To maintain a high profile with our guests and concentrate on customer relations
4. Deal with technical requests from customers e.g., projectors, microphones, etc.

### **Standards (quality) – practices and procedures**

5. To ensure that the quality of service / performance / cleanliness is maintained to the highest standard.
6. To ensure implementation of cleaning within the department and ensure that adequate standards of cleanliness and hygiene are

maintained throughout the operation having regard to statutory regulations i.e., food hygiene, COSHH and Health and Safety

7. To monitor standards and presentation of conference rooms and ensure set ups and layouts are correct as per event requirements
8. To liaise closely with other departments with regards to daily requirements and assist Food and Beverage where needed
9. To ensure all equipment is maintained to the highest standard of efficiency and safety and reported if anything is in need of repair or not working correctly
10. To maintain your own good conduct, discipline and motivation within the department

### **Finance – sales and costs**

11. To ensure efficient use of stock

### **Communication**

12. To liaise with the manager and other members of staff, with regards to the days business needs
13. To relay customer feedback, positive or negative to the manager

### **Health and Safety**

14. To ensure all Health and Safety training is carried out
15. To ensure you are aware of all relevant emergency and evacuation procedures and put them into practice when required
16. To work to all Health and Safety policies within Imago Venues' policies, procedures and standards.
17. To respond appropriately to emergencies or urgent issues as they arise
18. To ensure all accidents are reported while following correct reporting procedures

### **Corporate and Social Responsibility**

19. To adhere to Imago's environmental policy
20. To actively participate and promote the charities that Imago sponsor.

## Other Related Activities and Functions

21. To undertake such other duties as may be reasonably requested and that are commensurate with the nature and level of the post.
22. The post holder may be required to work outside of normal contracted hours if necessitated by the exigencies of the business.
23. All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to Imago's Health, Safety and Environmental Policies and Procedures and relevant Health and Safety legislation.
24. All staff should hold a duty and commitment to observing Imago's Equality and Diversity policy and procedures at all times. Duties must also be carried out in accordance with relevant Equality and Diversity legislation.
25. To ensure that the quality of service / performance is maintained to the highest standard

The above is designed to help you in the understanding of your role and is not intended to be a definitive list of your duties as flexibility in meeting company and guests' needs is required by all employees.

I confirm that I have read and agreed this job description which explains the main duties of my job.

Signed: \_\_\_\_\_ (job holder)

Print name: \_\_\_\_\_

Date: \_\_\_\_\_

June 2021

## Job Specification

**Job Title:** Front of House assistant

	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	Experience of providing excellent customer service	Experience of working within the hospitality industry
<b>Skills and Abilities</b>	<p>Articulate with good communication and interpersonal skills</p> <p>Outstanding customer service skills</p> <p>Self-motivated and able to work using own initiative</p> <p>Punctual and reliable</p> <p>Pay attention to detail and able to maintain high standards at all times</p> <p>Be able to work with discretion and maintain confidentiality.</p>	
<b>Training</b>	<p>a willingness to undertake further training if and when required.</p> <p>A willingness to adopt new procedures as and when required.</p>	
<b>Education/Qualifications</b>		
<b>Other</b>	<p>Fit to perform a physically demanding role.</p> <p>Commitment to observing Imago's Equality and Diversity policy at all times.</p> <p>Flexible, able to work shifts and weekends (own transport needed).</p> <p>Willing to wear Imago's corporate uniform whilst on duty.</p>	