

Conference Team Member

Brand	Holiday Inn	Salary Range	On application
Contract	24-32 hours per week dependent on candidate	Work location	Holiday Inn Liverpool
Supports	Conference Team	Reports to	Conference Manager
Closing date	22 nd March 2019	Additional information	5 shifts out of 7, variety of shift pattern

What you'll be doing!

As Conference Team Member, you will have hands on involvement within all aspects of conferencing within our hotel. Main areas would be setting up meeting room to brand standards, meeting and greeting conference clients and ensuring timely delivery of all services requested. This is a physical job that involves getting around the entire hotel to deliver coffee's, buffets and banquets for our guests.

This is a role where you will be the face of the operation and will be the point of contact for guests and staff alike, a job for a person who loves being around people.

Who You'll Be working for!

Holiday Inn Liverpool City Centre is located in the heart of Liverpool with access to all areas of the city only a short walk away, whether it is Music, Bars, Restaurants or Museums and Culture, we have it all!

At Holiday Inn Liverpool we provide a friendly, relaxed and welcoming atmosphere with an enthusiastic, caring and passionate team. We thrive on providing fantastic customer service and ensuring our guests stays are amazing. This is where you come in! Can you wow our guests? If so, this could be role for you.

The hotel is modern throughout and provides a variety of services ranging from Food & Beverage to Conferences, Private parties or Functions as well as high spec accommodation.

The Hotel has a family feel and a real sense of togetherness when looking to achieve our goals.

Our Values

At Centre Island you'll be joining a growing family of 10 hotels with over 800 employees. At Centre Island whether you're working at our branded IHG hotels or our independent boutique we deliver the brand with Centre Island Values. All our employees are engaged, enthusiastic who have Centre Island personality.

We believe our values are an integral part of our business and our teams strive to always:

- Act with **INTEGRITY** and **CARE**
- **ENGAGED** with customers and colleagues alike
- Have **PASSION** and take **OWNERSHIP** in everything they do
- Strive to be **CREATIVE** to continuously improve

What we offer you!

- 28 Days Holiday pro-rated increasing to 33 days after your 5th year of Service
- Worldwide benefits programme for reduced price rooms & food and Beverage in IHG hotels
- In house rewards and recognition program
- Long Service Awards...
- Uniform provided
- Career progression opportunities

Main Duties and Responsibilities:

1. Providing exceptional customer service experience
2. Setting up conference rooms to client's specifications and to brand standards, including moving tables, chairs, setting up dance floors etc
3. Setting of required AV equipment eg projectors, microphones etc
4. Maintaining cleanliness of all meeting rooms and equipment
5. Delivery of all food and beverage within the conference rooms
6. Be supportive and approachable
7. Assist other team members where appropriate
8. Support other departments to create cohesion between all areas
9. Upholding food hygiene standards within food service areas
10. Effective communication with day time operational team and support team.

This list is not exhaustive and additional duties & responsibilities may be required in this role.