



Job Opportunity

Conferencing and Banqueting Crew

TB17-38 B

Titanic Belfast, the world's number one tourist attraction is now recruiting for conference and banqueting crew to join our front of house team. With an excellent record providing high-quality food and service for all our guests. Our professional team are trained to ensure our guests receive a five- star customer experience that is truly unique. This is an exciting opportunity for anyone who is passionate in delivering exceptional customer service and anyone that is interested in establishing or progressing their career in hospitality.

CONTRACT:	Casual Contract
HOURS:	Candidates should be fully flexible over a 7-day period to fulfil business requirements.
LOCATION:	Titanic Belfast Building and SS Nomadic Belfast
REPORTING TO:	Senior Conference and Banqueting Manager

General Purpose

Our Conference and Banqueting Crew are responsible for providing our customers the 5* service that Titanic Belfast is known for, and you will be the first point of contact for many of our guests. Based in our conference and banqueting suites the conference and banqueting crew will work between the food service and bar service functions.

Main Duties and Responsibilities

- Greeting guests and showing them to their tables
- Responding to individual customer requirements and ensuring their needs are met.
- Deliver exceptional, quick and professional service.
- Taking Menu/drink orders and presenting them to guests where necessary.
- Replenishing buffets / coffee breaks and keeping displays presentable while maintaining service standards.
- Cleaning and clearing tables in a friendly and efficient manner ensure tables are cleared of all used plates, cutlery and glasses brought to the dish wash area quickly and efficiently.



- Keeping all storage areas clean neat and tidy.
- Take personal responsibility for ensuring good housekeeping standards are followed, both front and back of house.
- Follow all food safety and health and safety standards and procedures.
- To deal with any customer complaints in a professional manner and to notify management of these.
- To communicate our services and facilities to guests as required.
- Any other duties as reasonably required.

The above reflects the main elements associated with this position. It is not intended to be exclusive or exhaustive.

Essential Criteria:

To join the Titanic Belfast Crew you need to have a passion and enthusiasm for delivering exceptional standards of Customer Service combined with the right attitude!

Your application will need to clearly demonstrate how you fulfil these key criteria.

- In the 'employment history' section of the application form please ensure you have covered your previous customer service experience with previous hospitality desirable.
- Please use the 'additional information in support of application section' to tell us in NO MORE than 250 words why you are the right person to join the Titanic Belfast Crew and how you fulfil the essential criteria of the roles.

Methods to apply

Attend our Hospitality Open Day on Tuesday 22nd August 2017 at Titanic Belfast anytime between the hours of 12:00 to 18:00. Complete an application form on site and attend interview. The open day will also give prospective applicants an opportunity to speak to the team, find out more about the role and experience what Titanic Belfast has to offer.

Alternatively

Request an application form in advanced of our open day by contacting careers@tblinternational.com
Return emailed applications by **Monday 21st August 2017** or **bring completed forms along to our Open day**. Applications will only be accepted via company application forms. The last date for requesting application pack by email is **3.00pm Friday 18th August 2017**.

- **Interviews will be held on Tuesday 22nd August 2017.**

Titanic Belfast Limited is an Equal Opportunities Employer.