Bee Happy Recruitment

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Conference and Banqueting Supervisor East Grinstead

Hiring organization
Bee Happy Recruitment

Employment Type
Full-time

Job Location
East Grinstead

Base Salary
£ £22,420.20 - £ £26,591.40

Date posted
August 29, 2025

Description
Conference & Banqueting Supervisor

Our Client prides itself on being one of the finest luxury country hotels in Sussex, with a goal to deliver distinctly memorable experiences for our guests and to offer like-minded individuals fantastic career opportunities. We have an exciting prospect for an experienced and dynamic Conference and Banqueting Supervisor to join our team. This is a key role within the department, which focuses on assisting the Conference & Banqueting Manager and Assistant Conference & Banqueting Manager maintain the maximum quality and standards required to ensure optimum guest satisfaction and profitability.

Key Attributes

Have enthusiasm, dedication and a genuine passion for food, drinks and people.
Have excellent customer care skills and attention to detail
Supervisory experience within the hospitality industry
Excellent communication skills and the ability to lead a team
Good time management and the ability to remain calm under pressure
Key Responsibilities:

To provide the highest quality of guest service
To develop outstanding Hotel product knowledge and be aware of the Hotel's competitive advantages
To exceed expectations and offer a personal and informative service to enhance the enjoyment of the guest and maximise up-selling opportunities.
In the absence of the Conference & Banqueting Manager or Assistant Conference & Banqueting Manager to oversee Conference & Banqueting operations, ensuring the highest standards of service.
To be an exceptional and professional ambassador for the hotel and the wider Elite group in all business relationships and set the highest standards of leadership, integrity and commitment.
Business Development

To take part in all training opportunities made available to maximise any opportunities for up selling and improving the business success of the department.
To motivate, train and mentor staff in the Conference & Banqueting Department in order that they may achieve goals for their professional and personal development.
To ensure trainees and/or apprentices are carefully supervised and that their training and development requirements are met.
Communication, Planning and Organising

To ensure that all guest requirements are dealt with in a prompt, courteous, efficient manner and in an appropriate style especially where speed of response is paramount.
To ensure attendance of regular briefing meetings at all levels so that changes in function details and updates are communicated effectively.
In the absence of the Conference & Banqueting Manager or Assistant Conference or Banqueting Manager co-ordinate the business activity of the Conference & Banqueting department to ensure the effective organisation of the working day.

Health & Safety – In conjunction with C&B Manager and Assistant C&B Manager:

Ensure that employees work within a safe and secure environment by complying with H&S legislation and to liaise with the hotel's appointed health and safety consultants as required.
Ensure that Conference & Banqueting equipment complies with Health & Safety standards and that any faults in any such equipment which represent a potential hazard to guests or staff are reported appropriately.
To pay particular attention to the operation of safe systems at work to minimise the risk of accident or injury. To carry out regular risk assessments of all work procedures in the areas for which you are responsible so that any present or future hazards are controlled or eliminated.
To report any accidents or injuries to the Duty Manager and the HR Manager.
To ensure that all relevant Health & Safety issues are communicated to the Conference & Banqueting Manager.
If you feel that you can rise to this challenge, then please submit your application as soon as possible. We reserve the right to close the role early if sufficient applications are received.

Due to our rural location you will need your own transport

Benefits

To support and reward our staff we offer:

Generous share of the monthly Service Charge (which is dependant upon overall sales performance)
Career development with accredited training providers
Enhanced holiday programme & reward scheme for long service
Employee Assistance Programme – Hospitality Action
Meals provided by our talented kitchen team
We have plenty of free parking
Generous 'Refer a Friend' bounty incentive
We also have amazing recognition awards for exceptional customer service
Reduced price stays in all of our hotels where you are treated like a guest no matter who you are! (after successful completion of probation period)
Discounts available for spa treatments and for food and beverage (after successful completion of probation period)
Uniform provided
Smart Pension Scheme which is linked to Smart Rewards which gives employees free, unlimited access to over 1200 discounts
Access to Wage stream which helps you keep track of your earnings in real-time; gives you access to the wages you have earned; helps you to save wages; gives you access to a financial health score checker.

Pay: £22,420.20-£26,591.40 per year