

EVENT SERVICE MANAGER x 3 (Ref: 44/2018)

The Cape Town International Convention Centre (CTICC) is so much more than just another convention centre. An exceptional centre requires exceptional staff and the culture of the CTICC is one of teamwork, recognition, personal accountability, and service excellence. We understand that it is only our people who make us the success we are and, as a result, we make every effort to ensure that we recruit and retain talented, qualified and enthusiastic leaders, who are team players, able to embrace our values, fit in with our culture and recognise the value of hard work in a dynamic exciting environment.

The main purpose: Responsible for effectively planning and executing all services required as per the assigned event. Act as the main client contact for the duration of the event while the client is on site. Maintaining a professional relationship at all times while upholding standards set within the department. Managing all subordinate adequately while executing a seamless event.

Reporting to the: Senior Building Services Manager

Qualifications:

- Matric / Grade 12 certificate or equivalent
- Qualification in Hospitality or Food & Beverage Management
- Computer literate
- Event Health and Safety knowledge will be advantageous
- 3 years relevant event management experience in the hospitality industry

Key responsibilities:

- Responsible for managing the client's requests for the assigned event
- Responsible to maintain a high standard of service with clients which includes the sub-contractors
- Ensure while providing the services to clients that adherence to the safety standards is maintained by both the clients and staff at all times
- Acquire full briefing and handover from the senior building services manager, colleagues and event executives before the event
- Work closely with the fellow ESMS, Event Executives, Beverage team, BOH team & the kitchen team to achieve desired outcomes on the floor.
- Direct and manage the Assistant Event Service Managers (ESMs) and hospitality hosts to ensure efficient service is executed for all events
- Manage the build-ups & breakdowns of events with the safety officer
- Maintain customer satisfaction and take appropriate action on customer complaints
- Write out all charges as per EBMS and have them signed off by the client. All additional charges to be signed off as proof and to have a written communication from the client on the services required
- Ensure to report all maintenance issues regularly and that reported maintenance issues have been attended to
- Prepare a detailed ESM handover for the assigned event
- Attend meetings with clients when required
- Ensure signage is displayed and is accurate for all events
- Perform walkabouts of the venues and floors ensuring all set ups etc. are in order and the venues are kept neat and tidy
- Encourage and maintain Team work



- Manage the operating equipment used within the department by allocating responsibility to the assistant ESM's
- Ensure enough stock is available (mints, notepads, pens and coffee/tea etc.) for all events as per scripting and ensure correctness in monthly counts are recorded
- Ensure that breakages and losses of equipment are monitored and action taken when abuse is identified. Keep the necessary record of breakages and losses

Skills & Personal Attributes:

- Well-groomed with a vibrant personality
- Stress resistant & flexibility
- Strong management, planning and organizational skills
- Extensive client networking and relationship building skills
- Innovative thinker
- Communication & Conflict handling skills
- Extensive experience in negotiating and communication
- Time management

Personal attributes: This position would suit an individual with excellent command of the English language, excellent customer service attributes, Individual should be outgoing, well groomed, with a vibrant and a stress-resistant personality.

Remuneration will be discussed with the successful candidate. Kindly submit confidential applications to the Human Resources department by, **17h00 on the 06 July 2018** via email, to recruitment@cticc.co.za. Only shortlisted candidates will be contacted.

The CTICC is committed to Employment Equity and particularly welcomes applications from suitably qualified Historically Disadvantaged Individuals (HDI's)
For more information on the Cape Town International Convention Centre please visit: www.cticc.co.za

