

## Senior Event Services Manager (Ref: 48/2018)

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 the upkeep of the venues both Front of House and Back Of House at all times. Effectively planning and executing all types of events and banquets. Monitoring and upholding standards set within the department and ensuring that all events are staffed adequately to ensure seamless execution. Maintaining a professional image and relationships at all times while upholding company policies and standards.

**Reporting to the:** Banqueting Manager

### **Qualifications and Experience:**

- Matric / Grade 12 certificate or equivalent
- Qualifications in the Hospitality or Food & Beverage Management
- Computer literate,
- Knowledge and operating the USI (EBMS) event management system will be advantageous
- Event Health and Safety knowledge and experience
- 3 – 5 years' experience as an Event Services Manager or equivalent in the food & beverage or hospitality industry
- Extensive experience in staff management,

### **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 & negotiation
- Conflict handling skills
- Delegation skills
- Time management

### **Key responsibilities:**

- Direct and manage the Event Service Managers (ESM's) to ensure effective and efficient execution of events
- Maintain excellent customer satisfaction and take appropriate action on customer complaints



- Attend weekly departmental operations meeting to understand the requirements and plan for upcoming events
- Compile weekly rosters and allocate the ESM to a specific event
- Attend pre-cons with the client and ensure that the information is relayed to all the staff for execution
- Circulate the daily overview of events to the team and to management indicating allocated ESM details for each event
- Work closely with the ESMs, Event executives, Beverage team, BOH team and the kitchen team to achieve desired outcomes on the floor
- Ensure the ESM complete and submit a detailed report after each event and ensure that the EBMS reports have also been uploaded
- Ensure venue checks are done before and after the event by the ESM and the maintenance staff member. Ensure all maintenance issues are logged and follow up on unattended issues until they are fixed.
- Manage the build-ups and breakdowns of events and ensure the correct forms have been completed and signed by clients and sub-contractors
- Report any irregularities during build up and breakdowns
- Ensure that the clients, guests, suppliers and staff adheres to all the safety standards and requirements at all times
- Ensure daily handover meetings between the outgoing and incoming ESM
- Conduct weekly team meetings to discuss upcoming events and other operational issues.
- Maintain a high standard of service with clients which includes the sub-contractors
- Ensure the ESM get the client to sign for all food and beverage charges as updated on the EBMS system as well as all additional charges for services ordered during the event
- Ensure monthly stock take are conducted and ensure correctness in monthly counts are recorded
- Manage the operating equipment used within the department by allocating responsibility to the ESM
- Ensure that breakages and losses of equipment are monitored and action taken when abuse is identified. Keep the necessary record of breakages and losses
- Monitor that the Banqueting department operates according to set Standard Operating Procedures (SOPs) and team members have a clear understanding on the SOPs
- Ensure the ESM update the signage and all signage displayed is accurate for all events
- Perform walkabouts of the venues and floors ensuring all set ups are in order and the venues are kept neat and tidy
- Encourage and maintain Team work

**Personal attributes:** This position would suit an individual with excellent command of the spoken and written English language, excellent customer service attributes, innovative thinker, hands-on and pragmatic, quality driven. The 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 19<sup>th</sup> July 2018** via email, to [recruitment@cticc.co.za](mailto: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](http://www.cticc.co.za)

