

## Assistant Event Services Manager x2 (Ref: 51/2019)

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:** Events Service Manger

**Qualifications:**

- 2-3 years relevant experience in the hospitality or food and beverage industry.
- Experience in negotiating and communication with clients and staff
- Matric certificate or equivalent
- Computer literate
- Basic Hospitality or food & beverage qualification
- Event Health and Safety course

**Key responsibilities:**

- Responsible for managing the floor as per the function schedule
- Responsible to maintain a high standard of service with clients which includes the Labour brokers.
- Ensure while providing the services to clients that adherence to the safety standards is maintained by both the clients and staff.
- Acquire full briefing & handover from your event services manager, colleagues and seniors before the event.
- Work closely with the fellow ESMs, Hospitality hosts, Beverage teams, BOH teams & the kitchen teams to achieve desired outcomes on the floor.
- Direct and manage the hospitality hosts to ensure efficient service is executed for all events.
- Acquire required information about the event to make it easier to execute.
- Manage the build-ups & breakdowns of events
- Monitor that the staff are operating according to set Standard Operating Procedures.
- Maintain customer satisfaction and take appropriate action on customer complaints.
- Write out hand overs



- Use the correct Procedure to sign in and out OE
- Ensure all comment cards are completed by clients
- Learn to use the triple play for signage and ensure correctness before loading. Pre load the signage for all events before the start of the events
- Conduct weekly meetings with hosts
- Manage all coffee sales within the department
- Ensure cleanliness is maintained throughout the building
- Ensure to report all maintenance issues regularly and that reported maintenance issues have been attended to.
- Ensure correct signage with correct prices has been displayed for all Public catering events
- Pay Attention to detail on the public catering events to ensure the companies best interest
- Ensure that correct full labels is displayed for buffets
- Daily walk about and check escape routes
- Prepare a detailed handover for the morning shift
- Create an Organised Service Area through planning and organising at all times
- Inventory Management
- Ensure that all clients at the CTICC are provided with a high quality service, ensuring value for money service, plan thoroughly before events, conduct daily briefings, and conduct effective staff meetings weekly & report
- Ensure that all staff communicate with their clients
- Ensure staff listen well and understand our clients and the sense of urgency
- Ensure all staff go through training on customer service and follow the SOP's set within the department

#### **Skills & Personal Attributes:**

- Well groomed with a vibrant personality
- Hospitality background
- Stress management & flexibility
- Planning and organizational skills
- Extensive client networking and relationship building skills
- Able to provide clear and effective communication of ideas, processes and targets
- Excellent negotiation and financial management skills
- Reporting skills
- Ability to manage complaints
- Communication & Conflict handling skills
- Time management
- Hands on – Pragmatic
- Quality driven
- Negotiator

**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 20 June 2019** 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)

CTICC



We are a green conscious convention centre.

Cape Town International Convention Centre