



The Gold Coast Convention and Exhibition Centre (GCCEC) is a world-class venue that accommodates a range of conventions, exhibitions, sport and entertainment events.

## Assistant Floor Manager

### **POSITION SUMMARY**

We are seeking a motivated individual to join the Food & Beverage team in this exciting and challenging environment. This role will be responsible for executing the event contract in an efficient, professional and friendly manner. In addition, you will ensure the client's expectations are delivered with a "can do" attitude by providing an environment that is inspirational and flexible.

### **RESPONSIBILITIES**

Responsibilities will include:

- Manage the day-to-day operations of Floor Operations ensuring customer service standards are maintained and provide leadership and direction to all event personnel
- Develop standards in regards to patron related skills such as customer service, communication and grooming skills so as to ensure excellent customers service
- Ensure adherence to the certified Enterprise Bargaining Agreement or relevant award

### **KEY SELECTION CRITERIA**

To be successful you will have the following:

- Previous experience in managing a large banqueting/food & beverage environment desirable
- Previous experience in co-ordinating exhibition/tradeshaw style catering
- Experience in managing and rostering a large team (100 plus)
- Previous training experience (Cert IV trainer qualifications highly regarded)
- Current QLD Responsible Service of Alcohol Certificate essential
- Current RMLV Certificate & Licence highly regarded
- Previous experience in developing and maintaining customer service standards, in the areas of food & beverage service, communication, personal presentation and workplace behaviour
- Availability to work a rotating roster including days, nights and weekends
- Previous experience in providing leadership and direction
- Excellent organisational and interpersonal skills
- The ability to multi task while maintaining a calm and efficient demeanour
- Impeccable personal presentation
- Excellent time management skills

***Due to the nature of the business, flexibility with working hours is essential.***

If you are interested in applying for this position, please forward your resume detailing your experience to:

Human Resources Department  
Gold Coast Convention and Exhibition Centre  
PO Box 1407  
BROADBEACH QLD 4218  
Email address: [employment@gccec.com.au](mailto:employment@gccec.com.au)

**We thank you in advance for your application however only those successful in gaining an interview will be contacted.**

**Applications close: 5:00 pm Monday 13<sup>th</sup> February 2012**