**Task 2c)**

Identify and describe the key personnel who will need to be employed during the management of each of the two proposals you have prepared for your client **(P4).**

Describe the attributes and skills for each of the staff.

You can choose how you want to present this information – remember, it will be part of the folder used to provide information/training to new staff.

**Think about STAFF/JOB ROLES REQUIRED for your 2 proposals: Here are some suggestions.**

A) Event Manager – will oversee all aspects of the event/schedule. Liaise with the client.

B) Technical Managers – Will oversee the operators (and support staff) required to set up and operate lighting, sound, audio visual equipment etc.

C) Hospitality and Catering Managers – Managing décor and catering services, including staff such as waiters, bar staff and kitchen staff. Think about:

- Room/bar set up, Drinks/food services, clearing, points of service, food preparation requirements.

- Also, front of house – cloakroom, security, ushers (greet & seat)?

D) Customer Relations – Oversee Invitations/RSVPs, Guest list, seating plans, upselling (additional products and services), deal with complaints.

E) Other contracted roles - Host, entertainment.

F) Additional support management roles - Health and safety, security, clear-up (cleaners etc.).

**Suggested Format: For each job role, complete the following information**

|  |
| --- |
| **JOB ROLE:** |
|  |
| **TASKS INVOLVED** | **SKILLS REQUIRED**  | **ATTRIBUTES** |
|  | Essential: |  |
| Desirable: |
| **QUALIFICATIONS REQUIRED** |

**What are “Skills”?**

**What are “Job Skills”? (List examples):**

**Examples of Skills required for Hospitality?**

Which of your examples are “Hard skills” (H) and which are “Soft skills”(S) ?

Using online job sites/job descriptions, research the skills required to be able to do the following Hospitality jobs:

**Chef**

**Receptionist**

Which skills do you think are Essential (E) for the job, and which are Desirable (D)?

**Suggested sites:**  <https://www.prospects.ac.uk/job-profiles/chef><https://nationalcareers.service.gov.uk/job-profiles/hotel-receptionist>

**Door Supervisor Skills?**

|  |  |
| --- | --- |
| DUTIES/RESONSIBILITIES | JOB SKILLS NEEDED |
| **1. Managing crowds and queues.** |  |
| **2. Making sure people keep to the dress code.** |  |
| **3. Checking tickets.** |  |
| **4. Patrolling inside and outside the venue.** |  |
| **5. Watching people's behaviour and dealing with conflict.** |  |
| **6. Restraining and escorting people out of the venue, if necessary.** |  |
| **7. Dealing with emergencies.** |  |
| **8. Co-operating with police, first aiders and management.** |  |

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**What are “Attributes”?**

**Examples of Attributes? (general)?**

**Examples of useful Hospitality Attributes?**

Using online job sites/job descriptions, research the attributes required to be successful in the following Hospitality jobs:

**Chef**

**Receptionist**

**Door Supervisor Attributes?**

|  |  |
| --- | --- |
| DUTIES/RESONSIBILITIES | ATTRIBUTES |
| **1. Managing crowds and queues.** |  |
| **2. Making sure people keep to the dress code.** |  |
| **3. Checking tickets.** |  |
| **4. Patrolling inside and outside the venue.** |  |
| **5. Watching people's behaviour and dealing with conflict.** |  |
| **6. Restraining and escorting people out of the venue, if necessary.** |  |
| **7. Dealing with emergencies.** |  |
| **8. Co-operating with police, first aiders and management.** |  |

**QUALIFICATIONS: What are the following types of qualifications? (Give examples).**

Academic:

Vocational:

Professional Qualifications:

Other Qualifications?

**Sources to help research skills/attributes/qualifications required for job roles:**

To help plan your P4 work, list below all of the job roles that you will need to research/write up for your 2 event proposals:

|  |  |
| --- | --- |
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