



## Hospitality Services Coordinator

*Exeter City Football Club seeks to ensure the safety, safeguarding and wellbeing of all children, young people and adults at risk who engage in its activities.*

<b>Department:</b>	Supporter Experience/Facilities
<b>Contract Type:</b>	Full time, 40 hours per week
<b>Location:</b>	St James Park, Stadium Way, Exeter. EX4 6PX
<b>Reporting To</b>	Chief Commercial Officer & Chief Operating Officer
<b>Core Team Relationships</b>	Chief Commercial Officer, Chief Operating Officer, External Food providers, Commercial Team, Bar Managers, Housekeeping Team, Waste Maintenance Operative
<b>Main Purpose</b>	<ul style="list-style-type: none"> <li>• Working multi-functionally across the entire St James Park operation you will use your strong administration skills to coordinate all matchday hospitality bookings.</li> <li>• Although matchday hospitality is key there is potential to increase non matchdays events including conferences and events which you will coordinate and deliver.</li> <li>• Be responsible for all internal and external bookings and respond to all general enquiries for use of our facilities.</li> <li>• You will coordinate and supervise all housekeeping ensuring that our customers receive exceptional service and that all aspects of the operation are maintained and presented to the highest possible standard at all times.</li> <li>• You will communicate with our external food supplier(s) ensuring all requirements are met in line with matchday requirements and any other conferences, events and meetings.</li> <li>• A hands-on approach, where you will be expected to coordinate your areas of the business and share our passion in maintaining and delivering consistent excellent standards of service, ensuring the best possible experience for our new and existing customers.</li> <li>• Take ownership of the coordination/delivery of the Clubs hospitality offer and support the CCO in growing customer base in this area.</li> </ul>
<b>Role Summary</b>	<p>This role requires:</p> <ul style="list-style-type: none"> <li>• An experienced administrator with excellent communication skills and the ability to deliver and meet deadlines.</li> <li>• A keen eye for detail ensuring presentation of facilities is professional, efficient and welcoming.</li> <li>• An ability to create a professional, friendly environment and understand customer needs whilst complying with company standards and policy.</li> </ul> <p>The key responsibilities of this role are:</p> <p><b>Front of House</b></p> <ul style="list-style-type: none"> <li>• Ensure you are present when all guests check in and check out of The Park for conferences and events.</li> <li>• Share emergency and evacuation procedures and any other relevant company policies and procedures with any customers, visitors using our facilities.</li> <li>• Ensure facilities and service information is up to date and information/literature is available on our website and passed on to the customers and visitors whenever the possibility arises in order to maximise sales.</li> </ul>



- Work with the CCO on any special promotions on the facilities and services we can provide ensuring they are approved and published by our media and marketing team.
- Ensure an efficient and effective response time to all internal and external enquiries.
- Make sure all messages for customers are passed on accurately and as quickly as possible.
- Ensure that all charges (cash and credit transactions) are correctly posted/passed to the finance department to raise invoices and that customer bills are produced following the standard procedures and any discrepancies are reported immediately.

#### **Food & Beverage**

- Ensure you have good product knowledge in order to answer any questions visitors/customers may have and that you are aware of any current promotions that should be offered to guests.
- Take receipt of stock and ensure safe storage of goods, monitor stock levels ensuring they are maintained in line with business needs and that stock is rotated as required.
- Ensure you have a full understanding of food allergen processes and apply these when necessary.
- Clean and maintaining glassware, cutlery and china for service.
- Ensure all equipment used is fit for purpose, maintained, cleaned and that any faults are reported.
- Maintain good food safety and bar hygiene standards during your work.
- Preparation of boxes and lounges including the dressing of tables ensuring they are always ready for prospective customers to visit and ready for matchdays, conferences and events.
- Manage the preparation of any food and beverage (non matchday) as needed.
- Ensure host service stations are clean, tidy and stocked.
- Ensure all food and drink delivery for conferences and events is delivered in a timely fashion and in line with food and drink standards.
- Take food and drink orders either by phone or in person quickly and competently.
- Ensure you regularly check in with your guests so that you can assist with any further food/beverage order requirements or service needs.
- Ensure that the food and beverage cashiering is completed correctly in accordance with the company policy.

#### **Housekeeping**

- Ensure housekeeping have cleaned and maintained all rooms, including lounges, boxes, board room, corridors and all other areas on the daily checklist in line with set standards and procedures.
- Replenish housekeeping store cupboards with stock and supplies.
- Report damage or malfunction in any areas to the COO.
- Maintain a daily housekeeping checklist.
- Report and submit lost and found articles immediately.
- Report unusual behaviours/activities.
- Coordinate any linen orders.

#### **Conference & Events**

- Setting up functions, meetings and events to delegate's specifications and in line with the required standards of cleanliness.
- Ensuring that all conference network standards are in place across the department including any instructions on IT facilities, wifi etc.
- Ensure processes are in place enabling guests to effectively communicate with you throughout the day.
- To meet and greet all conference organisers and ensure that their requirements are met within the specified time scales.
- Develop a relationship with guests that will enable you to be aware of any possible future requirements that the Company can assist with, ensuring these are followed up.



### **Customer Service**

- Demonstrate service attributes in accordance with industry expectations and company standards including:
- Being attentive to guests
- Accurately and promptly fulfilling guest requests
- Understand and anticipate guest needs.
- Maintain a high level of knowledge which will enhance the guest experience.
- Demonstrate a service attitude that exceeds expectations.
- Ensure a process is in place to obtain customer feedback.
- Take appropriate action to resolve guest complaints.
- Maintain a high level of product and service knowledge.

### **Team Management & Development**

- Supervise the housekeeping and maintenance service team ensuring appropriate resource is allocated ensuring delivery at the highest level and excellent customer service.
- Ensure any staff you are responsible for coordinating have rotas prepared and issued where appropriate on a weekly/monthly basis.
- Meet with the team on a regular basis to discuss performance, new initiatives any feedback from them and any issues.
- Identify any performance issues within the team ensuring regular review and discussions regarding any necessary training and development requirements and action accordingly supported by HR.
- Coach the team in a way that strengthens two-way communication and reinforces desired behaviour.
- Deliver regular positive and constructive feedback to staff and peers.
- Ensure all recruitment within your department is conducted in line with our Safe Recruitment Policy.
- Support staff's professional and career development.
- Attend and chair team and management meetings as required.

### **Company Policy, Compliance & Best Practice**

- Ensure that all areas under your control are maintained to a very high standard of cleanliness and safety in accordance with company policy, Health and Safety, SOP and statutory requirements.
- Ensure you are familiar with emergency and evacuation procedures.
- Ensure all security incidents, accidents and near misses are always logged in a timely manner and brought to the attention of your manager.
- Obtain a working knowledge of the Health and Safety at Work Act 1974 specifically relating to your area of duty, also to general aspects of the Company.
- Comply with company grooming and uniform standards.
- Comply with timekeeping and attendance policies.
- At all times, comply with the company policy and code of conduct.

This Job description should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in consultation in the light of the changing business needs .

### **Measures of Success**

- A well-coordinated, performing team, delivering the required results.
- Number of bookings received and fulfilled.
- Positive feedback received internally and externally.
- Identified issues managed effectively.

### **Key Performance Indicators (KPIs)**

In addition to the above measures of success there will be some specific KPI's set for you on an annual basis which will be discussed with you and agreed on commencement of work and then reviewed and agreed annually during your appraisal.



<b>Qualifications/Experience/Knowledge required</b>	The role requires:  Please refer to the person specification for full details.
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