



Person Specification

Post: Hospitality Services Coordinator

Criteria	Essential	Desirable
Qualifications		<ul style="list-style-type: none">• Events Management qualification.• Intermediate Food Hygiene qualification.• A Personal Liquor Licence.
Skills/competencies	<ul style="list-style-type: none">• IT skills including a intermediate competency in Word and Excel.• Show excellent customer care skills with a clear focus on 'getting it right' on every occasion.	
Knowledge & Experience	<ul style="list-style-type: none">• Events Management Experience.• Experience of coordinating large scale and smaller events.• A proven sales tack record including hitting targets and maximising sales opportunities.• Hands-on bar and waiting experience in a busy hospitality service environment.	<p>Previous experience in a sporting environment.</p> <ul style="list-style-type: none">• Experience of working with events management booking systems.
Knowledge & Experience	<ul style="list-style-type: none">• Previous experience in a team leader or supervisor capacity, able to foster good working relationships.• A proven track record of delivering high standards of service and presentation.• A proven track record on remaining cool, calm and collected in dealing with both visitors and staff.• High attention to detail, organised and the ability to work on multiple tasks.• Excellent communicator, both written and verbal, with an understanding of the needs of hospitality businesses.	



	<ul style="list-style-type: none">• Passionate, enthusiastic, conscientious, confident and dynamic personality.• A friendly, positive 'can do' and courteous attitude.• A commitment to the aims, vision, and values of Exeter City FC.• Impeccable personal presentation with the ability to always represent the Exeter City 'brand' to the highest quality.• Good judgement and knowing when to seek advice or support.	
Personal qualities	<ul style="list-style-type: none">• A good work ethic.• Ability to work flexible hours including evenings, weekends and Bank Holidays as required.• Excellent interpersonal skills.• Show integrity and honesty.	<ul style="list-style-type: none">• A positive attitude towards professional development and their own learning.