



<b>Position:</b>	Hospitality and Events Manager
<b>Reporting to:</b>	Catering Operations Manager
<b>Responsible for:</b>	N/A
<b>Contract type:</b>	Permanent
<b>Hours of work:</b>	40 hours 5 out of 7 days

### **About the role**

Working in conjunction with the Catering Operations Manager and Business Manager to maintain consistent operational standards across all mediums of F&B operations at Fontwell Park. Develop operational service and food standards across the site demonstrating innovation, flair and creativity in keeping abreast of industry and competitor standards whilst showcasing best practice at Fontwell Park with a commercial mindset.

Leading from the front with a hands on – can do approach to developing the site offer and personnel. An initiator and custodian of brand standards with a keen eye for detail and process application.

Working within agreed commercial parameters with primary responsibility for the improvement of labour efficiency through training and team development. Leading the event management team in the planning and efficient delivery of all hospitality provision on site.

To ensure that all event areas are set to suit the client’s event requirements and managed to the standards set by the Business Manager and Catering Operations Manager defined by standard operating procedures. To ensure liaison with all relevant departments is delivered to correct deadlines to ensure high quality of service and customer satisfaction.

### **Key responsibilities for the role will include**

- To personally lead from the front, demonstrating proactive techniques in the efficient operation of the site within agreed budgetary parameters.
- Plan all duty rotas to cover event build up, operation and breakdown with appropriate personnel.
- Act as the on-site co-ordinator for deliver of restaurant, hospitality and EVH activity, working closely with the sales hub and Business Manager and to plan all non-race day and race day hospitality staffing levels to include race day hospitality management detail.
- Acting as a client liaison and account handler to coordinate final booking details and maximise upsell opportunities.
- Along with the Business Manager be a Liaison with finance, final details to ensure accurate invoicing, ensuring before-the-day payments have been made.
- Liaise with the Business Manager to plan, monitor and develop event proposals and delivery techniques as required.

- Along with the Catering Operations Manager plan and oversee all variable labour costing for hospitality provision maintaining budgeted restrictions.
- Work closely with the Catering Operations Manager and Head Chef in the development of the site food and beverage strategy document in order to maintain planned cost of goods.
- Lead all volume operations and take personal accountability for the support of key account client requirements in both the planning and execution of events.
- Source all cutlery, crockery and light equipment inventory maintaining PAR levels agreed with the Catering Operations Manager.
- Train the hospitality & events team in common core skills identified through site Standards Operation Procedures.
- Along with the Business Manager and Catering Operations Manager, organise the set-up of furniture, AV and all associated event equipment i.e. (Cutlery, Crockery & Glass) in all areas at the racecourse for both racing and non-racing events.
- Monitor and maintain operational standards through daily site inspections and check lists.
- Organise weekly linen orders and maintain site stocks.
- Coordinate and deliver all administrative tasks as required for Raceday and Non Raceday events.
- Coordination of localised and group-wide sponsorship collateral provision and activation.
- Delivery of events to include the catering provision and hospitality service for Raceday and non raceday events.
- To handle any customer complaints and enquiries in a professional and efficient manner.
- Collate all event feedback and event handover documents.
- Ensure that team members are well presented and behave in a professional manner at all times and promote interdepartmental communication and liaison with all areas of the racecourse at all times.
- To meet and greet clients in a professional manner as and when required during events and race days acting as an ambassador for Fontwell Park.
- Liaise with outside contractors and clients to ensure that they adhere to racecourse policies.
- Ensure that you, other staff and clients work in accordance with the company's health and safety policy.
- To complete close down checks on all event areas on site each day.
- Along with the Business Manager, handle all direct sales enquiries.
- Adhere to Company policies and procedures.
- Undertake other reasonable duties in line with business demands.

**Key Performance Indicators:**

1. *Maintaining costs within budgeted parameters*
2. *Control Variable Labour to budget and providing explanations for deviations*
3. *Customer feedback on effective event delivery*
4. *Effective undertaking of key duties*
5. *With the Staffing Manager, drive recruitment/retention of direct staff.*
6. *With the Business Manager, lead communication/planning with sales, on-site team and marketing.*

**Other**

To comply with all Health and Safety procedures associated with the department at all times. This relates to:



- Standards and procedures of correct working practices
- The completion of risk assessments
- COSHH regulations
- Use of Personal Protective Equipment

To control wastage and operate according to the Companies environment policy with regard to:

- product control and waste minimisation
- proper care and maintenance of equipment to prolong its life
- using towels in appropriate quantity to minimise unnecessary laundering
- proper separation and disposal of cardboard, paper and glass in recycling bins
- minimising energy wastage by switching off unused lights, heating, PCs and equipment

To be an ambassador for ARC and for our site, taking personal responsibility for finding out about our product and services, and at all times striving to represent the Company in the most professional, courteous and efficient manner possible.

The above is not an exhaustive list of duties, and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.