



Chepstow & Ffos Las Racecourse

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| Position: | Hospitality & Events Manager |
| Reporting to: | Catering Operations Manager |
| Contract type: | Permanent |
| Hours of work: | 40 hours per week – 5 out of 7 days |

About the role:

This role has responsibility for the hospitality delivery of both race days and events. As a key part of the catering team you will develop and maintain consistent operational standards across all hospitality and event operations. We require you to deliver sustainable growth through enhanced revenue generation, improved service delivery, delivering cost savings and through maximising commercial opportunities across the sites.

You are to demonstrate:

- Excellent communication and organisational skills
- Ability to work well under pressure
- A systematic approach to problems
- A process driven attitude to tasks
- Loyalty, commitment and a positive attitude

Key responsibilities for the role will include:

- To plan all non-race day and race day hospitality staffing levels to include race day hospitality management detail.
- 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 offers and themes while maintaining and protecting the budgeted cost of goods.
- Management and accountability for compliance around allergens. Ensure all allergen information is correct via indicator and the QR code builder.
- Lead all hospitality and events and support the Business Coordinators with key account client requirements in both the planning and execution of events.
- Manage all cutlery, crockery and light equipment inventory maintaining PAR levels agreed with the Catering Operations Manager.
- Train the casual Hospitality & Events team in common core skills using ARC's cornerstones to ensure consistent, quality delivery.
- Work closely with the Retail & Events Manager to deliver seamless service for both Events & Raceday.
- Organise the setup of furniture 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 through inspections and check lists.
- Organise weekly linen orders and maintain site stocks.
- Co-ordinate and deliver all administrative tasks as required for Raceday and Non Raceday events.
- To brief staff prior to events and ensure relevant paperwork is completed.
- To handle any customer complaints in a professional and efficient manner and escalate where necessary



- To deal with any customer enquiries which may lead to further sales or bookings for site and proactively approach all opportunities
- Collate all event feedback and event handover documents.
- Ensure that team members are well-presented and behave in a professional manner 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 the racecourse.
- To complete close down checks on all event areas on site each day.
- Adhere to Company policies and procedures.
- 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
 - proper separation and disposal of cardboard, paper and glass in recycling bins
 - minimising energy wastage by switching off unused lights, heating, PCs and equipment

HEALTH AND SAFETY:

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
- Accidents are reported in the accident book, and near misses are reported into Logit immediately
- Be familiar with all emergency procedures and act positively both in the event of an emergency and to prevent one.

FINANCIAL:

- To ensure wage costs are firmly controlled within the budget where you are involved, maintaining the variable labour margin.
- To ensure that all stock is controlled, secured and kept tidy.
- To assist in the controlling of all other costs pertaining to the Catering and Events department.
- To ensure all revenue is captured and charged where appropriate.
- Compliance with all event financial procedures.

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.

Signed by Employee..... Date.....

Signed by Line Manager..... Date.....