



## **JOB DESCRIPTION**

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**POSITION TITLE:** Event Hospitality Manager

**REPORTS TO:** Senior Manager, Suites

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### **KEY ACCOUNTABILITIES:**

1. Ensure that designated facilities are ready for guest arrival including the completion of a Pre-Event Action Plan
2. Ensure the Pre-Event Action Plan is maintained throughout the duration of the event
3. To manage facility specific Host/Hostess and Steward/Security Staff and ensuring that they are fully briefed prior to the event and high standards of customer care are upheld
4. To assist on a facility evacuation if deemed necessary by the Venues Team
5. Attend pre brief and/or Supervisors briefing
6. Provide and promote the highest level of Customer Service to Suite guests throughout the event, in conjunction with the Catering Management Team

### **MAIN ACTIVITIES:**

- To ensure you are familiar with the layout of the facility / venue and the available facilities including first aid, toilet and welfare facilities in order to deliver and assist the public with relevant information
- Attend pre brief and/or Supervisors briefing
- To appropriately handle on the day requests, issues or requirements from Clients
- Liaising closely with Catering Management Team and Hospitality staff to ensure smooth, effective and profitable events
- Ensuring that license conditions within the facility are met
- Ensuring that any incidents within the facility are documented in the appropriate manner and passed to the Event Control and the Senior Manager, Suites
- Attend post event de-brief passing on any vital information if necessary
- Support wider Premium Team with performance managing staff, reporting lateness, no-shows and performance related issues accordingly
- Assist in developing and maintaining effective team work within departments and offices of AEG worldwide
- Provide and promote the highest level of customer service
- Assist in delivery of staff training programmes
- Continuously seek ways to improve personal, team and business performance
- Ensure that you comply with all Health and Safety regulations and safe working practice as required by current legislation and the Company's Health and Safety Policy and practices
- Ensure that all relevant information is communicated speedily and accurately in a way that ensures that the information is received and easily understood

- Ensure that all materials and resources are effectively and efficiently utilized to minimize waste and reduce costs
- Undertake any other relevant duties or reasonable request as requested by the Head of Premium Seating and any member of the senior management team

## **KEY SKILLS:**

### **Role specific**

- Previous relevant experience in a hospitality or events environment
- SIA License held or must be available to attend onsite training course
- Event Management experience in a similar venue/theatre

### **People Management**

- Have previous experience of supervising and motivating teams, ideally in a busy customer facing environment

### **Communication**

- Listens to other's point of view with an open mind
- Communicates clearly and effectively

### **Organisational**

- Able to plan and prioritise their daily tasks to gain maximum efficiency and productivity
- Holds themselves accountable when completing tasks

### **Critical thinking**

- Is able to solve problems independently, demonstrating resourcefulness.

### **Collaboration**

- Collaborates with team members to achieve results
- Values everyone's point of view and treats everyone with respect.

### **Agility**

- Able to show flexibility when dealing with uncertain and changing situations
- Demonstrates self-awareness, initiative and self-management.

### **Curiosity**

- Strives to be an expert in their role and is open to continuously learning new things