



LOS Guest Services City Manager

Job information

Job title: LOS Guest Services City Manager

Hierarchy level: Manager

Full/part-time (%): 100%

Start date: 20/04/2020 *

End date: 02/07/2020*

(*) The dates may be modified.

Project misión

The mission of the Guest Management & Protocol (VIPS) project is to plan and professionally execute guest service operations as well as manage all protocol matters according to UEFA protocol. Furthermore, to ensure that the guests experience a seamless consistent journey throughout the tournament, no matter their assigned level of service, where they receive a professional, informative and client focused service and feel welcomed in all key locations.

Key responsibilities

Communication and cooperation

- 🌀 Liaise with the VIPS project team at UEFA in accordance with UEFA EURO 2020 requirements.
- 🌀 Coordinate with event transport, airport services and venue VIPS team to ensure that the guest management operations are running smoothly in all locations.
- 🌀 Follow all change management communication procedures with the hotline, transport, airport and hotel teams and the VIPS project team at UEFA.
- 🌀 Liaise daily with the VIPS venue team.

VIPS workforce responsibilities

- 🌀 Prepare the documentation used for the training of hostesses and volunteers.
- 🌀 Participate in the training of hostesses and volunteers.
- 🌀 Monitor the activity of the volunteers and report any issue to the volunteer manager.
- 🌀 Monitor the delivery of service excellence trainings to volunteers and hostesses.
- 🌀 Run the onsite guest management table tops with key projects.
- 🌀 Run the onsite guest management simulations with key projects.

Event-time responsibilities

Guest Management related tasks



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- 🌀 Coordinate all guest management operations in the host city.
- 🌀 Coordinate and deliver welcome service operations in collaboration with ETRN.
- 🌀 Responsible for delivering and adjusting the welcome & guest service operations at the HQ hotel.
- 🌀 Staffing of the welcome points.
- 🌀 Monitor all VIP guest arrival and departures.
- 🌀 Update and monitor staff and volunteer shift schedules according to expected daily arrivals and departures as well as match day movements.
- 🌀 Be the primary contact and client representative for UEFA EURO 2020 guests.
- 🌀 Support airport operations and meet & greet when required for top guests.
- 🌀 Deal with guest problems and queries.
- 🌀 Track changes and requests and informing the guest service hotline accordingly.
- 🌀 Download and prepare daily lists from FAME (Football Administration and Management Environment - UEFA's reservation and booking system).
- 🌀 Trouble shoot and handle approved adjustments for the delivery of guest management and operations.
- 🌀 Ensure all guest management staff follow the service excellence principles and adhere to the uniform policy.
- 🌀 Ensure sustainable usage of all items and monitor usage.
- 🌀 Dismantle and ensure all areas of responsibility are handed back as they were found.
- 🌀 Pack, label and ship all required items according to the packing lists.

Accommodation related tasks

- 🌀 Check arrival and departure lists for the following days and highlighting early check-ins and late check outs.
- 🌀 Deal with any unforeseen problems and open issues regarding accommodation at the hotel.
- 🌀 Support the central accommodation team with any onsite requirements / late operational needs.

Administration

- 🌀 Submit reports and debriefs according to provided guidelines and deadlines.
- 🌀 Complete statistic requirements on VIP operations and guest attendance according to deadlines.
- 🌀 Ensure logistics item list is always up-to-date.

Profile of successful candidate

Must-have requirements

- 🌀 Experience Full professional proficiency in English (both oral and written).



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- 🌀 Experience in guest management operations and customer service.
- 🌀 Experience in a supervisory position working with guest service staff.
- 🌀 Advanced in excel and very comfortable with ICT systems.
- 🌀 Ability to remain calm and perform under pressure.
- 🌀 Excellent communication skills and diplomacy.
- 🌀 Valid work permit.

Additional requirements

- 🌀 Communication proficiency in the local language of the venue is benefit.
- 🌀 Previous protocol experience is a plus.