



LOS Hospitality Venue Manager

Job information

Job title: LOS Hospitality Venue Manager

Hierarchy level: Manager

Full/part-time (%): 100%

Start date: 11/05/2020*

End date: 04/07/2020*

(*) The dates may be modified.

Project misión

The mission of Hospitality Production (HPRO) is to plan, implement and deliver the various hospitality programmes and catering services at a high level in accordance with agreed concepts and service levels.

The LOS Hospitality Venue Manager's mission is to manage the successful implementation of the UEFA EURO 2020 hospitality and catering programmes at his/her venue and ensure consistently high and professional delivery as well as top class experience to all guests.

Key responsibilities

Communication and cooperation

- 🌀 Close collaboration with the relevant counterparts at UEFA, the LOS venue team and the stadium operator.
- 🌀 Responsible for the cooperation with the venue team of the caterer and sub-contractors.
- 🌀 Liaise with all third parties in order to ensure permanent, consistent and smooth implementation.
- 🌀 Main contact person for internal and external stakeholders at the venue .
- 🌀 HPRO workforce responsibilities.
- 🌀 Train and lead the HPRO venue team.
- 🌀 Prepare the documentation used for the training of suppliers, hostesses and volunteers.
- 🌀 Participate to the training of suppliers, hostesses and volunteers.
- 🌀 Monitor the activity of the volunteers and report any issue to the volunteer manager.
- 🌀 Event-time responsibilities.
- 🌀 Overall responsible for on-site guest management in the relevant venue.
- 🌀 Manage the operational implementation of the VIP, sponsor and corporate hospitality programmes in the relevant venue.
- 🌀 Manage the operational implementation of the global catering programme for staff, volunteers, media, technical zones, youth programme, and concessions.
- 🌀 In charge of hospitality facilities during the whole availability period including hand over and final hand-back.
- 🌀 In charge of the project management and operational implementation of all concessions.



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- 🌀 Ensure that F&B partners' rights are well taken care of and delivered by the various concessionaires.
- 🌀 Monitor the on-site deliveries of all hospitality and catering related deliveries.
- 🌀 Handle all guests related hospitality issues on MD.
- 🌀 Ensure catering service is permanently running as expected and rules are followed-up accordingly.
- 🌀 Validate all on-site hospitality related directional signage .

Administration

- 🌀 Ensure that health and safety regulations are strictly observed and respected.
- 🌀 Ensure hospitality guest numbers per match are accurate, updated as necessary and shared with all stakeholders.
- 🌀 Define the split of responsibilities and produce shift plans for all persons involved in HPRO operations.
- 🌀 Regular reporting and debriefing in accordance with UEFA EURO 2020 requirements.

Profile of successful candidate

Must-have requirements

- 🌀 Experience in event/hospitality operations at major international events (ideally sports sector).
- 🌀 University degree.
- 🌀 Full professional proficiency in English (both oral and written) and in the local language of the venue.
- 🌀 Solid experience in team management.
- 🌀 Excellent project management, communication and negotiation skills.
- 🌀 Used to negotiate and deal with suppliers.
- 🌀 Creative, open-minded and solution oriented.
- 🌀 Proactive and decision maker.
- 🌀 Resistant to stress.
- 🌀 Valid work permit.

Additional requirements

- 🌀 Any other language an asset.