



## Job Description: Sodexo Live!

Function:	Hospitality Operations
Position:	<b>Boxes Hospitality Manager</b>
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Head of Hospitality
Additional reporting line to:	
Position location:	Ascot Racecourse

### Who we are:

Welcome to Ascot where tradition meets innovation and excitement is the heartbeat of our business. Ascot Racecourse and Sodexo Live! have been joint venture partners for over 16 years, providing outstanding Food and Beverage propositions and exceptional Guest Experience through our Raceday and Events business.

We work cross collaboratively with the Ascot Racecourse Ltd HR team and are actively involved in the Event staff reward and recognition working group meetings.

We are a destination for over 500,000 guests each year where passion, elegance, and celebration converge, and it is our team of behind-the-scenes heroes that bring every intricate detail to life.

As one of the world's leading racecourses, Ascot is renowned for its rich heritage spanning over 300 years. But we are not bound by the past; we're driven by the pursuit of excellence in everything we do. From hosting our flagship event, Royal Ascot, to pioneering sustainable practices, we are committed to building a Global lifestyle brand, wrapped around the world class horse racing we run.

At Ascot we believe in preserving the beauty of our surroundings and minimising our ecological footprint. From eco-friendly initiatives to community engagement programs, we strive to make a positive impact on both the environment and the lives of those around us.

We take pride in our commitments to make a positive change for now and future generations to come, whether through our Diversity and Inclusion strategy and training programmes, our award-winning 'Racing to Zero' sustainability actions, or our forward-thinking employee benefits including flexible working, menopause policies, health and EAP support access.

## 1. Purpose of the role & who you will work with

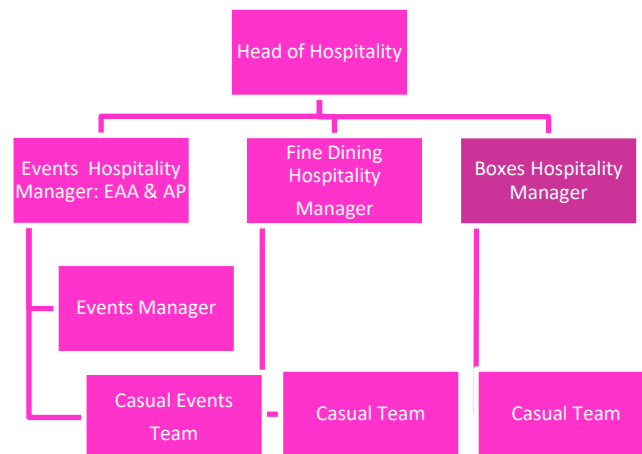
- To lead with the set-up of the Boxes Hospitality areas, in line with agreed SOP's
- To liaise with Guest Services & Ascot Racecourse Ltd to ensure a seamless service is delivered to all clients
- To assist with the post racing breakdown of Boxes Hospitality events in line with agreed check lists and SOP's
- Lead, develop, manage and motivate a high performing casual team, to the agreed standard, to ensure that the clients receive services of the highest quality
- Support the Head of Hospitality in the delivery of business strategy, in line with current and emerging client needs
- To deliver on client KPI's and SLAs, to ensure exceptional standards of service in the boxes operation
- Support the Ascot client and Head of Hospitality, identifying opportunities to maximise boxes profit
- Ensure that business deadlines and targets are achieved
- To undertake projects set by the Head of Hospitality and ensure they are completed in the allotted timeframes
- Work with all departments to share best practice across site
- Work with the culinary team to ensure world class food is served consistently
- Work with the cellar team to ensure the right mix and product offer is available
- Assist with creating SOPs, ensuring they are deliverable and achievable
- To co-ordinate the training of casual management and staff in conjunction with the Training Department
- Working as part of the Hospitality Operations team, based at Ascot Racecourse
- To support off-site events, as required

## 2. Dimensions

2025

- £30m Turnover

### 3. Organization chart



### 4. Context

- This is an extremely prestigious venue and a primary focus of Sodexo Live! in the UK. The business is managed as a profit share; therefore, the client is increasingly involved in all elements of the decision-making process
- The job holder will be required to build and maintain strong relationships with the client sales team – ensuring service is of a high standard and costs are controlled
- The individual will be required to manage the 1711 boxes operation, building relationships with Annual Box Holders and sub-let clients, delivering diverse packages and bespoke offers, as required
- The Racecourse aspire to world class service which will be delivered by the operations team.

### 5. Role Accountabilities

#### Planning & Operational Delivery

- Act as an advisory partner to the Ascot client in developing the Boxes business development strategy
- Act as the point of contact between the sales and operational teams for all Racedays and be confident at presenting our offers to the client
- Ensure that Annual and Sub-Let Box clients receive best in class service, delivered within contractual terms and in a cost-effective manner
- Manage the operation of the department to ensure that the Boxes are set up & closed down in a timely manner, to the required standard, in line with our service offers

- On operational days, ensure there is a tight control of the liquor on site and ensure that close down is done accurately, so stock can be tracked and invoices raised appropriately
- Ensure that all areas under the Boxes Hospitality operation fully comply with Sodexo Live! policies on Food Safety and Health & Safety and meet the standards set out within Safeguard audits
- Manage the maintenance log for all Box Hospitality areas in conjunction with ARL
- Ensure close downs are in line with expected operational & Health and Safety standards and work with teams to ensure cleanliness and organisation of areas are maintained post and in between Racedays
- Ensure SOP's are up to date, implemented and signed off, throughout all race days
- Understand the KPI's for Boxes and ensure they are met through effective KPI reporting
- Work with the culinary team to develop appropriate menu offers, suited to the Box environment
- Liaise and share best operational practice with the Boxes team
- Work closely with the Planning Team to ensure sales data is accurately transferred into a deliverable operations plan
- Manage your set-up plan in-line with this data
- Manage guest feedback and complaints and respond in an appropriate and timely manner and looking at preventative action to avoid reoccurrence of complaints
- Work with client and culinary teams to develop innovative strategies to refresh the offer
- Continually seek ways to enhance quality through innovation and cost efficacy and ensure that standards across the site are in-line with the Service Level Agreements
- Keep up to date with industry trends and advances
- Ensure that all box staff fully comply with Sodexo's policies on Food Safety and Health & Safety and meet the standards set out within Safeguard audits
- Support non-Raceday Event delivery, as required to support the business
- Work under tight deadlines for new and on-going projects and manage Cap-Ex projects within your remit

#### Financial

- Take day to day responsibility for managing the variable costs within the boxes budgets, to protect revenue and profit margin
- Provide monthly and periodical forecasting for the Boxes account
- Work with the Head of Hospitality to ensure all costs and expenditure are controlled in line with budget
- Ensure that all Racedays and events are delivered in line with agreed budgets and time frames
- Ensure each Raceday has an accurate labour plan that is in line with agreed staff ratios and in-line with budgets
- Work with the Staffing Team to manage labour forecasts and monitor and report actual labour costs
- Support the Head of Hospitality and Finance team to ensure client billing is accurate and timely

#### Team Management

- Develop and recruit a strong team of casual managers and staff with specific focus on consistency
- Execute the agreed Training Programme in conjunction with the HR and Training department
- Ensure the Casual managers, supervisors and staff are effectively briefed and conform to client standards
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- Develop a motivated, respectful, trusted and stable team, by giving them clear direction, sharing information and encouraging employee involvement
- Identify talent to nurture and grow and support training development to nurture skills
- Support other areas of the business as appropriate, including conferences and off-site events

## 6. Skills & Experience You Can Bring

### Essential

- Operational knowledge and a minimum of two years' experience in hospitality or event delivery
- Logistics understanding, for efficient set up and breakdown of events
- Management of complex Profit and Loss Accounts
- Management of a diverse casual team
- Experience of Client Liaison and relationship building
- Excellent communication skills with diverse stakeholders
- Resilience to manage multiple tasks and effectively prioritise
- Self-motivated and able to work on own initiative, within a team environment
- Ability to interpret and utilise financial and commercial information
- Experienced in using Microsoft Office
- Good standard of literacy and numeracy
- Effective communicator

### Desirable

- Private boxes & hospitality site management
- Experience of training teams
- Personal licence holder

## 7. Management Approval

Version: 1.0

Date: 04/01/2025

Document Owner: Caroline Hawkins

## 8. Employee Approval

Employee Name:

Date: