

## JOB DESCRIPTION

Job Title:	Hospitality Floor Manager
Location:	ACC Liverpool
Responsible To:	Head of Convention
Responsible For:	Supervisors / Senior Team Members / Team Members
Internal liaison:	All departments
External Liaison	Hospitality Clients, Corporate Clients and ACC Liverpool Client

### Scope and General Purpose:

Support and lead the delivery and of all hospitality events within the ACC Liverpool. Ensuring high levels of service are delivered in these areas lead the team so that they are motivated and engaged whilst providing guests with the best possible experience by facilitating communication and teamwork. When hospitality business levels are quiet, support and lead our internal and VIP corporate meetings.

### Key attributes – Essential:

- Excellent communication skills
- Passion for food and beverage
- Passion for working with people
- Have excellent attention to detail
- Exceptional time keeping skills
- The ability to motivate and engage employees to deliver first class service.
- A passion to develop employees by guiding and delivering feedback.
- A passion for hospitality and delivering high level guests satisfaction.

### Operational Excellence:

- Oversee the friendly, professional, and efficient customer service for all hospitality and internal areas of the ACC alongside the hospitality account manager, and operational leads.
- Lead, engage, motivate and train to create a high level of performance within ACC Liverpool
- Assist all operational event leads in ensuring that all hospitality and internal requirements are met to ensure the smooth running of all events.
- Lead set up of hospitality events including stock set up and gathering of kit needed.
- Ensure areas are closed down and cleaned to the highest of standards after all events. This role will be responsible to follow all company 'cash up' procedures.
- Work with our Head of Bars and Cellar to ensure we have the correct stock in for events, as well as supporting on drinks offers and menus for certain shows.
- Manage and assist the supervisors and team members to ensure exceptional service delivery.
- Address and resolve guest complaints and issues in a professional and timely manner. This may be dealing with on the night issues or post event feedback support with hospitality account manager.



- Ensure guests' needs are anticipated and met to enhance their experience.
- Lead, train, and motivate all hospitality team members. This will include supervisors, box hosts, Sodexo lounge staff and any other staff working in hospitality or VIP areas of the business.
- Conduct regular performance evaluations and provide coaching to improve staff performance.
- Support with scheduling any casual hospitality requirements. Assist relevant managers with forecasting and budgeting within monthly deadline.
- Foster a welcoming and comfortable atmosphere across hospitality, ensuring that guests feel valued and attended to.
- Implement any relevant guest feedback to enhance service delivery.
- Collaborate with team members to ensure guest expectations are met.
- Work collaboratively with all internal departments including ACC, Kitchen & any other hospitality support.
- Ensure adherence to company uniform standards across all areas.
- Ensure that every opportunity is taken to 'up sell' to our customers.
- Ensure that casual employees are thoroughly briefed on service expectations.
- To be aware of and ensure that those responsible to you are aware of all legislation that is relevant to your work and ensure that all legal requirements are met including: Health and Safety at Work, Food Safety, Allergens, COSHH, Environmental Health, Fire Precautions and any others.
- Adherence to all Company Policies

#### **Occasional Duties:**

- To assist at Company's major events when able to do.
- Support across other areas of the business when asked to do so.
- Attend training courses designed for personal development
- Any other reasonable duties requested by your manager

#### **Qualifications:**

- Proven experience in hospitality management or customer service, preferably in a supervisory role.
- Strong leadership and team management skills.
- Excellent communication and interpersonal skills.
- Problem-solving abilities and a keen eye for detail.
- Ability to work in a fast-paced environment and handle multiple tasks efficiently.
- Personal licence preferred but not essential.

This job description is non-contractual and is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at time of writing.