



Job Description: Sodexo Live!

Function:	Sodexo Live!
Position:	Lighthouse Social Floor Manager
Job holder:	N/A
Date (in job since):	
Immediate manager (N+1 Job title and name):	Lighthouse Social – Floor Manager
Additional reporting line to:	
Position location:	Fulham Pier, Stevenage Road, Fulham, SW6 6HH

1. Purpose of the Job – State concisely the aim of the job.

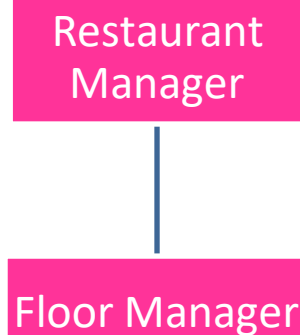
The Lighthouse Social Floor Manager is responsible for overseeing the day-to-day front-of-house operations within the exclusive members club, ensuring that all guests experience exceptional service in a premium environment. The role involves managing the service team, maintaining high standards of guest satisfaction, and ensuring the smooth operation of all services, including dining and events. The Lighthouse Social Floor Manager will work closely with the Lighthouse Social Manager to ensure that service delivery aligns with the club's high standards and that members feel valued and cared for.

■ Key responsibilities include:

- Leading the front-of-house team in delivering a seamless and premium service experience for all members.
- Managing guest relations, ensuring that members' needs are anticipated and met with discretion and professionalism.
- Ensuring the club operates smoothly, coordinating between service staff and other departments such as kitchen and events teams.
- Supporting the Lighthouse Social Manager with staff training, performance management, and maintaining service standards.

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

3. Organization chart – Indicate schematically the position of the job within the organization. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Provide personalised service in a premium members-only environment, ensuring that every member feels valued and receives top-tier attention.
- Handle service demands during high-volume periods, such as matchdays and special events, while maintaining an exclusive and calm atmosphere.
- Ensure smooth collaboration between the service team and other departments, particularly the kitchen and events teams, to guarantee seamless service delivery.
- Maintain compliance with all health and safety regulations, ensuring that the Lighthouse Social is always clean, safe, and welcoming.

• **5. Main assignments** – Indicate the main activities / duties to be conducted in the job.

- Supervise all front-of-house operations, ensuring that members receive personalised and exceptional service during all interactions.
- Lead, train, and motivate the service team to maintain the highest standards of service and hospitality.
- Monitor the club's environment, ensuring that it is welcoming, clean, and reflective of the club's exclusive status.
- Handle member requests, complaints, and special requirements with discretion, ensuring that all issues are resolved swiftly and effectively.
- Work with the Lighthouse Social Manager to implement service procedures and standards that elevate the member experience.
- Collaborate with the kitchen, events, and bar teams to ensure seamless coordination and delivery of service during both regular service hours and special events.
- Manage staffing levels during service, ensuring efficient team deployment while controlling labour costs.
- Ensure that all health, safety, and hygiene standards are adhered to, maintaining a safe and elegant environment for members.
- Assist in organising and managing exclusive events for members, ensuring smooth execution and a memorable experience for attendees.

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Ensure the delivery of a premium service experience that exceeds member expectations, maintaining high levels of satisfaction and loyalty.
- Lead the front-of-house team to consistently provide exceptional service, managing staff performance and development.
- Maintain the elegance, cleanliness, and overall ambiance of the Lighthouse Social to reflect its exclusive status.
- Handle member complaints and special requests with professionalism, ensuring quick resolution and a positive outcome.
- Assist the Lighthouse Social Manager in managing labour costs by ensuring efficient staffing and resource management.

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Proven experience in managing front-of-house operations, ideally within a premium or members-only setting.
- Strong leadership and team management skills, with the ability to train, develop, and motivate a front-of-house team.
- Excellent communication and interpersonal skills, with a focus on providing personalised, high-quality service to guests.
- Ability to handle high-pressure situations while maintaining a calm and professional demeanour, particularly during high-volume events.
- Knowledge of health, safety, and hygiene regulations, with a commitment to maintaining high standards.
- Flexibility to work during peak periods, including weekends, evenings, and matchdays, as required

by the Lighthouse Social.



8. Management Approval – To be completed by document owner

Version	1	Date	21/10/2025
Document Owner	Ashley Hewlett		

9. Employee Approval – To be completed by employee

Employee Name		Date	
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