

Job Description: Lounge Manager



Function:	Aviation
Position:	Lounge Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Leanne Findley
Additional reporting line to:	
Position location:	Gatwick Airport

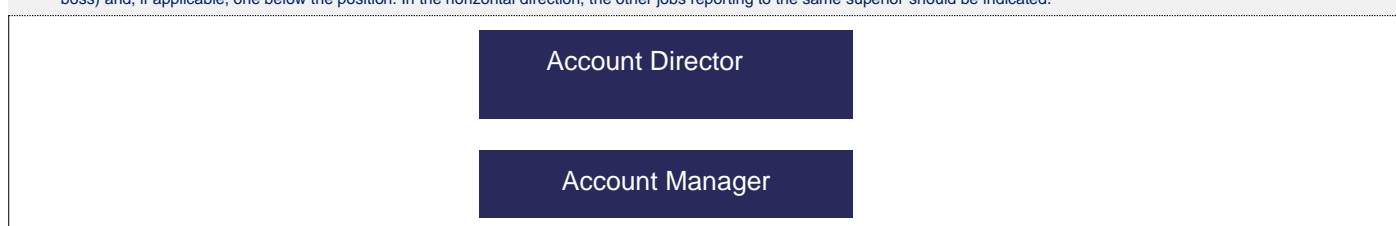
1. Purpose of the Job – State concisely the aim of the job.

- To plan, manager, deliver and present the food and beverages as per Emirates Lounge food specification.
- Manage, guide and coach the assigned staff to ensure an efficient operation of the Emirates lounge.
- Interact with customers by explaining the food and beverages on offer. Gauge needs and make recommendations to meet the exact needs of Emirates premium customers.
- Manage a team of service, cleaning and kitchen staff as well as the other resources (i.e. employee working hours, staff training, stores management) in close collaboration with the Emirates lounge team to deliver a superior product and services that delight all customers, and to ensure a smooth lounge operation.
- Liaise with Emirates Lounge Management and Sodexo Account Manager.
- Deliver Sodexo commitments in accordance with Emirates expectations.
- Manage site compliance across Health and Safety and Food Safety operations.
- Continually bring added value to the contract through innovation and pro – activeness.
- Work with Emirates team sharing common goals and objectives, through motivation, learning and development and creating a service excellence experience for Emirates passengers.
- Complete monthly reports for Emirates in coordination with the Account Manager.
- Provide solutions to operational airport challenges.
- Financially manage the contract. Work towards achieving financial and non-financial targets.
- Manage staff performance through regular one to one meetings and appraisals.

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.

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	Sally Whiteford
		Net income growth :	tbc						
		Cash conversion:	tbc						
<div>▪ 1.M. Contract is until 2023 with 20 staff to oversee.</div>									

3. Organisation chart – Indicate schematically the position of the job within the organisation. 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.



Lounge Manager

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.

- Challenge of working in a fast paced – high demanding hospitality environment
- Problem Solving when it comes to unexpected issues across site and staffing
- Airport Restrictions

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

- Maintain a first class service operation amongst of team of front and back of house across catering, cleaning and front of house.
- Achieve Budget.
- Achieve 5* in local EHO visit.
- Pass annual safeguard audit.
- To dress accordingly to the standards and guidelines advised, and wear the supplied uniform garments at all times when on duty.
- To ensure that your team are dressed accordingly to the standards and guidelines advised, and wear the supplied uniform garments at all times when on duty.
- To only use products and equipment supplied and specifically for the job.
- Ensure that all H&S documentation for example cleaning schedules is signed off daily once all tasks have been completed.
- Comply with all legal and company procedures relating to food safety, health and safety and personal hygiene.

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.

Operations and communications

Have a passion for delivering service and quality excellence through understanding the Emirates Values and ambitions bringing an 5* plus service to the Emirates passengers.

Report directly to the Sodexo Account Manager and the Emirates Lounge Management.

Coordinate and manage the contract activities through effective regular communication with Client and

colleagues.

Meet the Emirates Clients regularly to discuss progress and activities in lounge and record minutes and actions.

Responsible for the presentation of all food and beverage, ensuring quality, quantity are consistently monitored, maintained and display is as per set specification.

Ensure that cleaning and deep cleaning requirements are consistently monitored, maintained and display is as per set specification.

Oversee the ordering of all produce to ensure sufficient supplies of all stocks at all times.

Complete all the H&S and F&S documentation in line with company policy and legal requirements.

Manage sub contractors.

Complete monthly stock takes and complete monthly reports in line with Emirates and Sodexo expectations.

Assist in creating food specifications and costing dishes annually.

Take part in the annual food tastings.

People management and development

Foster positive working relationships with airport team to ensure effective team dynamics and resource efficiencies as well as consistency for customer

Ensure all staff are trained to deliver a customer focussed service.

Ensure all staff are trained to in H&S and F&S.

Ensure staff are performance managed to quality set objectives.

Lead, motivate, develop and direct team to maximise efficiency in customer service.

Create an environment where constant improvement is actively encouraged and recognised

Develop effective resource planning solutions to meet demands of the business. Create rosta and manage agency bookings if any.

Develop personal development plans for all team members to ensure progression and learning within roles.

Ensure communication and implementation of all service deliverables through team and mentor success.

Hold monthly staff meetings and update and communicate clearly with all staff.

Financial performance

Work with Sodexo team and Account manager to deliver budget commitments.

Set out goals and objectives to all Sodexo team members in consultation with Account Manager.

Ensure all reporting is timely and accurate.

Compile proposals and recommendations to continually improve operations.

Accountable for business and financial performance of lounge, providing detailed operating analysis.

Analyse business performance that shares best practice and delivers consistency.

Customer Focus

Foster customer relationships through motivated teams.

Review customer reaction and feedback to service given and implement actions to address any concerns.

Achieve 95% or above on all areas specific to Sodexo during the Emirates annual survey.

Understand and action where appropriate, results from Emirates customer surveys

Implement staff recognition and reward based on customer feedback.

Interact with Lounge customers to gain feedback on service/product. Communicate finding to Emirates

Lounge team in a timely manner. Liaise with Emirates Lounge team for any irregularities and other important information that impact the lounge operations. Communicate product, service and customer issues to the Emirates and Sodexo Management, so that corrective action can be taken in timely manner.

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

Essential

- Experience in providing high end quality customer service and product.
- Experience in delivering 5* service
- Experience in managing a team. Has managed a team previous to this role / performance reviews.
- Excellent communication skills
- Catering experience
- Competent IT skills
- Highly motivated and good at motivating
- Attention to detail
- Able to work on own initiative within a team environment
- Flexible approach – 5 out of 7 day working pattern.

Desirable

- Food and Beverage experience is desirable but not essential
- Experience in providing services to a prestigious client
- Hands on experience of customer service training
- Energetic and forward thinking – innovative approach to problem solving.

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

■ Growth, Client & Customer Satisfaction / Quality of Services provided	■ Leadership & People Management
■ Rigorous management of results	■ Innovation and Change
■ Brand Notoriety	■ Business Consulting
■ Commercial Awareness	■ HR Service Delivery
■ Employee Engagement	
■ Learning & Development	

Flight delays may occur from time to time therefore the requirement to be flexible is essential.

This Job description is intended to give the post holder an appreciation of the role envisaged for a Lounge manager and the range of roles, responsibilities and duties to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. You will be required at times to perform any other reasonable request as requested by your Line Supervisor / Manager.

9. Management Approval – To be completed by document owner

Version		Date	
Document Owner			

10. Employee Approval – To be completed by employee

Employee Name	Leanne Findley	Date	04/10/2021
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