



## Job Description: Sodexo Live!

Function:	Planning team
Position:	<b>Fine Dining and Events Planning Manager</b>
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Head of Planning
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 15 years, providing outstanding Food and Beverage propositions and exceptional Guest Experience through our Raceday and Events business.

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

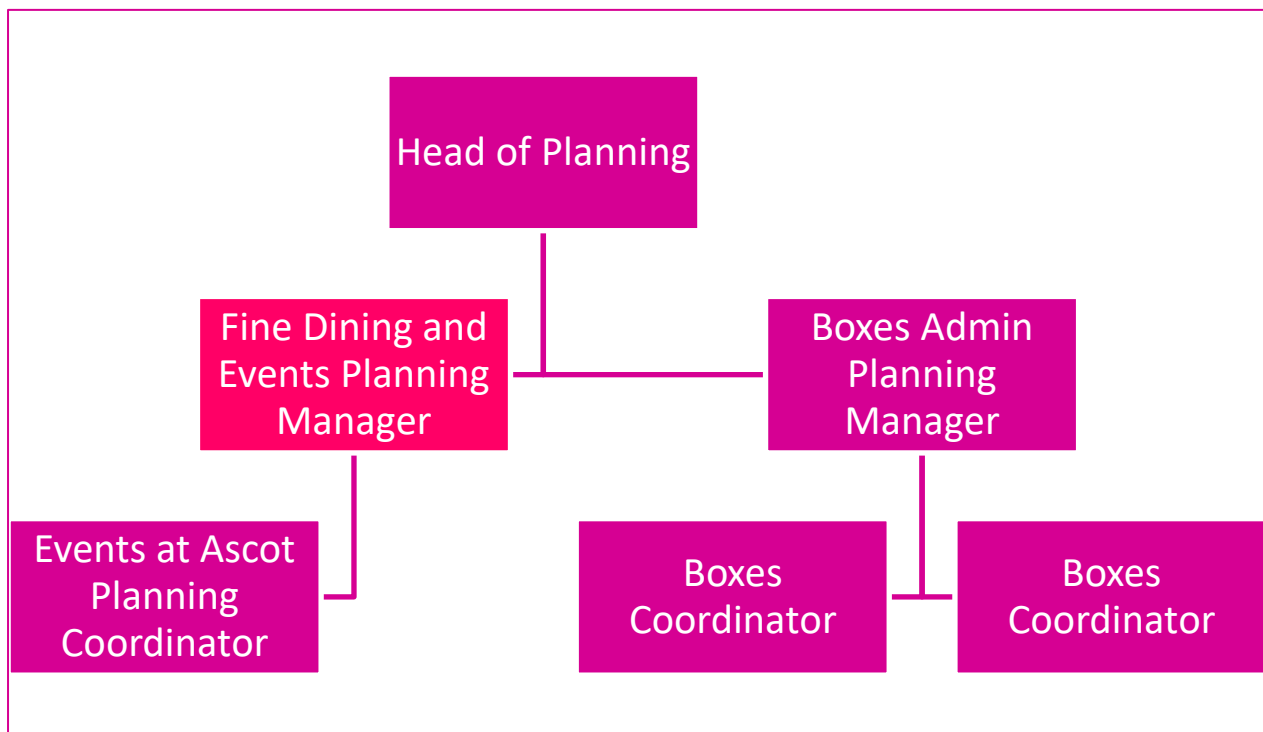
- Manage the day-to-day planning of the Raceday Fine Dining business, liaising with the sales team and all internal departments.
- Managing the Events at Ascot Planning Co-ordinator
- Building strong relationships with all the operational teams
- Involved in the planning of any 1711 by Ascot external events, as and when required
- To provide an effective and seamless liaison between the clients' requests, the kitchen and all operational departments
- All administrative tasks undertaken by the planning team
- Working as part of the Planning team, based on site at Ascot Racecourse
- To work all racedays to support operational teams

### 2. Dimensions

2025

- £30m Turnover

### 3. Organization chart



#### 4. Context

##### Responsible for

- Time pressures; be highly organised, able to prioritise and work to strict timelines, whilst delivering to a very high standard
- Managing multiple changes in customer requirements, ensuring accuracy of data captured and effectively communicating with all relevant departments to meet customer expectations
- Attention to detail is key, as well as being able to follow a range of processes
- Dealing with a range of different clients requirements, alongside the needs of the various departments in our business
- Building strong working relationships with the kitchen team, operations, staffing, sales, accounts, cellar and logistics teams to ensure requirements are communicated and updated as necessary in a timely manner
- Managing your time efficiently as every aspect of the job is time sensitive
- You will need to be self-motivated and able to work as a part of a team
- Great customer service on the phone and via email
- Being flexible, when clients or ARL (Ascot Racecourse Ltd) make special requests, to see if we can provide what they want or finding the best possible solution

#### 5. Role Accountabilities

##### Management & Planning

- Manage the Fine Dining & 1711 by Ascot Events planning activity, ensuring effective delegation of workload
- Effectively communicate with the Fine Dining Operations team to ensure all information is shared with the appropriate personnel
- Coach and mentor the Events Co-Ordinator
- Attend regular one to one meetings with the Fine Dining operations team
- Advise the food production team of a list of menus and food costs, as required, for each race day
- Liaise with the kitchen and cellar team to ensure all client requirements are communicated and updated as necessary and briefing packs are produced
- Reasonable requests from your line manager to suit the requirements of the business

##### Client Liaison & Guest Experience

- Provide an effective and seamless liaison between the internal and external clients, sales, logistics and all operational departments

- Ensure that all information received directly from a client, ARL or the sales department is managed correctly through the system
- Ensure wine lists, menus and any other collateral is printed, as required for each race day and
- Liaise with ARL marketing department to ensure standard literature is set up and up to date
- Manage and liaise with ARL sales team regarding table plans and their distribution
- Manage and develop the best communication process with internal and external clients
- Prepare and complete menu tasting notes in conjunction with the Head of Planning and Chef for each fine dining facility and sponsors menu tasting
- Schedule regular meetings with ARL Sales team to monitor and develop the best working practices

#### **Raceday Accountability**

- Provide administrative cover for raceday fine dining, ARL areas and Boxes

#### **Finance**

- Support the commercial department in the production of invoices post-race day for sponsors and ARL
- Assist with Profit Share Selling Price (PSSP) master sheets

#### **Administrative**

- Manage telephone and email enquiries and ensure all queries are dealt with quickly and efficiently
- Responsible for printing on site all menus for Ascot racedays and Royal Ascot. Working in conjunction with the ARL Marketing team and Head of Planning
- To produce briefing packs for each Fine Dining Manager
- Edit PDFs and create collateral for printing in house
- Compile and maintain departmental information folders
- Ensure that all equipment, flowers etc are ordered in a timely manner and in place at the correct time
- Review all information and online forms, issued to fine dining and event clients, to ensure accuracy

## 6. Skills & Experience you can bring

### Essential

- Committed to deliver against Ascot Racecourses core values: elegant, original and uplifting
- Exceptional attention to detail
- Ability to communicate effectively across all levels
- Good customer service skills, polite telephone manner, excellent written communication
- Knowledge of Microsoft Office specifically Outlook, Word, Excel, Powerpoint
- Flexible approach to working hours especially on race days
- Ability to demonstrate organisational skills
- Ability to manage multiple tasks and prioritise information in an extremely busy environment

### Desirable

- Experience of working within Events/Hospitality industry
- Experience in customer service or administration lead role
- Experience of having a direct report

## 7. Management Approval

Version: 1.0

Date: 26.02.25

Document Owner: Lauren Williams

## 8. Employee Approval

Employee Name:

Date: