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| Function: | | Learning and Development | |
| Position: | | **Guest Experience Manager** | |
| Job holder: | |  | |
| Date (in job since): | |  | |
| Immediate manager  (N+1 Job title and name): | | Alessandro Soro, Regional Operations Manager | |
| Additional reporting line to: | | Gemma Arnfield, Senior HR Business Partner | |
| Position location: | | Royal Academy of Arts | |
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| **1. Purpose of the Job** – State concisely the aim of the job**.** | | | |
| As the Guest Experience Manager, you will be the driving force behind exceptional service standards across multiple venues in London. You will oversee guest satisfaction, manage training for all the frontline workforce and implement strategies to continuously enhance the overall customer experience. Your role will involve hands-on management, collaboration with operations teams, and analysis of guest feedback to ensure every visitor leaves with a memorable experience. | | | |
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| **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. | | | |
| Characteristics  Sodexo Live! | * Over 51 employees and 45 casual workers * Circa £5m of revenue | | |

Draft. Version: 27-03-2014

**Job Description:**

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| **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. |
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| **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. |
| * Maintaining Consistent Service Quality Across Diverse Venues Ensuring a uniformly high standard of guest experience in multiple venues, each with its own team, culture, and customer profile, can be challenging. Differences in venue size, concept, and staff skill levels often lead to inconsistencies that require ongoing monitoring, tailored training, and strong leadership. * Managing Guest Complaints and Negative Feedback in Real-Time Handling dissatisfied guests promptly and effectively, especially when issues escalate across multiple locations simultaneously, requires excellent problem-solving skills and a calm, diplomatic approach. Delayed or improper handling can damage the brand’s reputation. * Balancing Operational Demands with Exceptional Guest Experience The pressure to meet financial targets, staff scheduling constraints, and logistical challenges often conflicts with the time and resources needed to deliver personalised and memorable guest experiences. * Adapting to Rapid Changes in Guest Expectations and Market Trends The hospitality industry in London is highly competitive and fast evolving. Anticipating and responding to shifting customer preferences, technology advances, and external factors like regulations or events requires agility and forward-thinking. |

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| **5. Main assignments –** Indicate the main activities / duties to be conducted in the job. |
| * Lead Guest Experience: Champion a culture of outstanding guest service across all assigned venues, ensuring every guest interaction is positive and memorable. * Venue Oversight: Regularly visit and audit the venues to assess service standards, cleanliness, and overall guest experience. * Team Leadership & Training: Work closely with venue managers and frontline staff to deliver training, coaching, and motivation focused on guest satisfaction and upselling techniques. * Oversee Team Recruitment and Payroll: Manage recruitment, onboarding, ongoing training and payroll processes for staff across multiple venues, ensuring compliance and high team engagement. * Guest Feedback Management: Monitor and analyse guest feedback through surveys, reviews, and direct communications; respond proactively to issues and complaints. * Process Improvement: Develop and implement standard operating procedures and best practices that enhance guest experiences and operational efficiency. * Event & Experience Coordination: Collaborate with marketing and events teams to ensure special events and promotions meet guest expectations. * Reporting: Provide regular reports on guest experience metrics, trends, and improvement initiatives to senior management. * Stakeholder Collaboration: Work closely with HR, operations, marketing, and finance teams to align guest experience strategies with business goals. * Training Academy: Work alongside the UK Training Academy Manager for Sodexo Live! to create a bespoke training programme for the Royal Academy of Arts, The Wallace Restaurant & Heritage Portfolio Events. |

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| * **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. |
| * Achieve an overall guest satisfaction score of 80% as measured through surveys, online reviews, and direct feedback. * Achieve a staff retention of 80% through proactive staff training & succession planning. * Ensure 100% compliance with brand service standards and operational procedures across all venues through regular audits and staff coaching. * Implement and report monthly on guest experience initiatives that contribute to a measurable uplift in venue revenue linked to enhanced service quality and upselling. |
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| **7. Person Specification** –Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Proven experience (3+ years) in guest experience, hospitality management, or customer service roles, ideally across multiple venues or locations. * Strong leadership skills with experience managing and motivating diverse teams. * Excellent communication and interpersonal skills, capable of building rapport with guests and staff alike. * Ability to analyse data and feedback to identify trends and implement effective solutions. * Proactive problem solver with a hands-on approach and the ability to work independently across multiple sites. * Flexibility to travel frequently across London venues and work occasional evenings/weekends as required. * Passion for hospitality and a deep commitment to delivering outstanding customer service. |

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| 8. Management Approval – To be completed by document owner |
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| 9. Employee Approval – To be completed by employee |
| |  |  |  |  | | --- | --- | --- | --- | | Employee Name |  | Date |  | |