

Job Description:
Assistant Lounge Manager

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| Function: | Aviation / Sports and Leisure  |
| Position:  | Assistant Lounge Manager CX  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Lounge Manager, George Swanepoel  |
| Additional reporting line to: | Account Manager, Karen Tate  |
| Position location: | London Heathrow Airport, Cathay Pacific Lounge T3  |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * The Assistant Lounge Manager works within the First Class/Business Lounge and will clearly understand the culture and business in order to deliver and develop the operational delivery.
* The Assistant Lounge Manager supports the Lounge Manager in key areas of the business by learning and running key operational and leadership tasks. All responsibilities are delivered by living the company values and ethos by supporting and helping to direct the team with the highest standards of safety, hygiene, service, hospitality, and food quality. The Assistant Lounge Manager ensures a motivated team by taking an active interest in their welfare, safety and professional development within their business area and wider remit.
* Well-presented and driven to actively drive a strong relationship with the team and guest. The Assistant Lounge Manager acts as an ambassador, delivering support to Sodexo and client standards by providing direction and expertise to the operating area in promoting Sodexo Strategies and best business practices in order to uphold the company mission and values.
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| **2. 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. |
| * **Commercial Focus:** Ensure that agreed goals are met/exceeded, assist in the scheduling of employee rotas and ensuring accuracy
* Internal/External Client Demand: Develop relationships with guest in short periods and proactively manage expectations without causing concern or disappointment
* Compliance: Ensure lounge is complying to company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness and COSHH
* Planning: identify employee talent and development needs
* **Service:** Delivering a consistent high level of service to a globally diverse client base with individual needs, expectations, and demands. Ensure service standards in Lounge are either in line with or above our client’s expectations and reviewed on an on-going basis
* Environment: Working within a demanding environment that operates 24/7 with a high 5\* food and service standard
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Draft. Version: 27-03-2014

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| 3. Organisation 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. |
| Account Manager General Manager Head Chef Assistant Lounge Manager   |

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| 4. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Service Client & Guest Care
* Create a culture of guest focus, gracious hospitality and service excellence: to be the presence and ambassador for hospitality with everyone
* Lead the team by example, interacting with guests and being present in the Lounge while covering an active line.
* Make contact; Engage with as many guests where appropriate and possible, to ensure a great experience and provide warmth, professionalism and reassurance
* Create a warm, calm and professional atmosphere of hospitality at all times; early or late, busy or quite
* Ensure there is a positive team culture where all team members work together and support each business area as required
* Direct any complaints to the lounge manager for escalation
* Manage guest occasions and events with the team to deliver delight and create a strong bond with regulars, friends of the business, VIP’s and client representatives
* Ensure the menu, drinks offers, service levels and support are always available, as agreed, and advise management when they are not
* Ensure drinks service is professional, knowledgeable, and all team are trained and coached to serve correctly and within licensing law restrictions
* To ensure that all team are always well presented, being clean, professional and wearing appropriate clothing at all times, and know, demonstrate and maintain company standards at all times
* Develop and maintain excellent, positive and progressive relationships and open communications with colleagues at all times
* Be a team player within the lounge at all times and be prepared to be flexible in order to ensure that all operations are always as guest-focused, efficient and profitable as possible
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| 5. 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. |
| * Help manage all supporting Supervisors and team members
* Create a positive leadership culture to ensure motivation and morale remain at the highest level at all times
* Contribute to high-quality detailed pre-shift briefings are carried out before every service to improve product knowledge and service quality
* Cultivate a proactive attitude to continuous improvement with regular meetings to review service styles and menu offers as well as customer feedback, ensuring that the whole team is engaged in this process
* Support other Lounges within area on an adhoc basis
* Attend regular meetings as and when required and follow up any assigned actions
* Assist in high quality Day One Induction for team members and ensure on boarding training and development is completed
* Attend training and development sessions when required
* Ensure that your team take appropriate breaks and receive suitable meals and refreshment to company guidelines
* Identify talent and implement succession planning for your team and wider business
* Take responsibility for your own career path and continuous self-improvement, including your own appraisals and written goals
* Manage open and clear communication with your line manager and wider Sodexo team
* Take responsibility for all hygiene and safety operations within your Lounge, using all company tools provided to ensure compliance and due diligence
* Enable two way communication with H&S and that any incidents or accidents are managed appropriately and effectively
* Liaise with the kitchen on daily operations, food safety and quality control

**Innovation and Change*** Continuous professional development in industry/specialism
* Continuously seek ways to enhance quality through innovation and monitoring performance against existing standards
* Monitor competitors business and development, seek to lead in the industry
* Consider all feedback from client, guest to colleagues and ascertain if positive change can be made
* Continually review our offer and its standing in the wider competitor market
* Focus on our guest service with a proactive service culture built on consistency, innovation, inspirational and personalised delivery
* Champion, demonstrate, deliver and live Sodexo’s Service Excellence values

**Brand Notoriety*** Promote Sodexo as the preferred employer, internally and externally, adhering to the Sodexo recruitment policies and raise the profile of Sodexo in local communities, building relationships with key stakeholders
* Promote the health and well-being of employees
* Live the Sodexo values and promote brand standards as an ambassador
* Drive all aspects of service excellence across the business area including brand integrity, quality, compliance, Sodexo’s corporate social responsibility and service standards.
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| 6. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| **Skills, knowledge and experience*** Excellent guest relationship management
* Operational knowledge, skills and experience in a Hospitality, Restaurant
* Proven leadership skills
* Excellent communication skills both upwards and downwards, internally and externally
* Resilience to manage multiple tasks and prioritise importance
* Self-motivated and have an eye for detail
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| 7. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Guest Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
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| * Commercial Awareness
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| * Employee Engagement
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| * Learning & Development
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| 8. Management Approval – To be completed by document owner |
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| Version | V1 | Date | 30.08.19 |
| Document Owner | George Swanepoel  |

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*The Job description is intended to give the post holder an appreciation of the role envisaged and is not exhaustive.*

*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 Manager.*

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| 9. Employee Approval – To be completed by employee |
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| Employee Name |  | Date |  |

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