

Job Description: Lounge Manager



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

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

- To ensure smooth day to day running of Lounge.
- To liaise with Virgin Holiday Lounge Manager, and Sodexo Account Management team.
- Deliver Sodexo commitments in accordance with Virgin Holidays expectations
- Continually bring added value to the contract through innovation and pro-activeness.
- To work with Virgin Holidays team's sharing common goals and objectives, through motivation, leaning and development, creating a service excellence experience for Virgin Holiday.
- Provide management reports for Virgin Holidays in coordination with the Account Manager.
- To provide solutions to operational airport challenges.
- To financially manage the contract within the terms of reference, working towards achieving financial and non-financial targets.

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 FY17:	€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	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics ▪ Add point									

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.

Account Manager
 Lounge Manager
 Bar Staff / Hosts / Food runners / Chefs / Kitchen Porter

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.

- Working airside in an airport can be a challenging environment to work in due to the security, logistics and vetting to get people airside in an airport
- Flight delays and unforeseen circumstances. (weather issues, security concerns etc.)

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

- Foster positive working relationships with airport team to ensure effective team dynamics and resource efficiencies as well as consistency for customer
- Ensure all staff is trained to deliver a customer focussed service.
- Ensure staff performances are managed to quality set objectives.
- Lead, motivate, train, 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
- 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
- Have a passion for delivering service and quality excellence through understanding the Virgin Holidays Limited (VHL) Values and ambitions bringing an unrivalled experience to VHL.
- Report directly to the Sodexo Account Management team and the VHL lounge manager (Client) at MAN Airport.
- Coordinate and manage the contract activities through effective regular communication with Client and colleagues.
- Work with Sodexo F&B Development team and VHL in bringing innovation to food offer and be actively involved in the menu workshops.
- Meet the VHL Clients regularly to discuss progress and activities in lounge and record minutes and actions.
- Complete all H&S and F&S documentation in line with company policy and legal requirements.
- Have a flair for delivering unrivalled, consistent quality food and customer service.
- Compile reports and solutions in a challenging environment for the Client
- 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 management team.
- 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.
- Foster customer relationships through motivated teams
- Review customer reaction and feedback to service given and implement and action a plan to address any concerns.
- Work with VHL team to maximise customer satisfaction.
- Understand and action where appropriate, results from VHL customer surveys.
- Implement staff recognition and reward based on customer feedback.

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.

- Smooth and efficient running of the operations
- The ability to build excellent client relationships
- Performing and reporting financial objectives
- People management and development
- Customer service excellence

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 in customer service and product.
- Can balance between creating and working in a fun environment with clear high quality service and product expectations.
- Passion for food and innovation – 'foodie'
- Excellent communicator
- Motivated and an excellent motivator
- Cost control
- IT Skills

Desirable

- Experience of airlines
- Hands on experience of customer service training
- Worked in similar service set ups
- Energetic, forward thinking

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	▪ Communications
▪ Customer Focus	▪ Business Consulting
▪ Commercial Awareness	▪ HR Service Delivery
▪ Employee Engagement	▪ Learning & Development

9. Management Approval – To be completed by document owner

Version	Version 2	Date	31/07/2016
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Document Owner	Leanne Findley
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