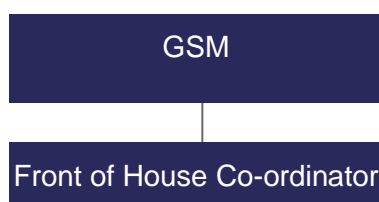


# JOB DESCRIPTION

Position Title	Front of House Co-ordinator	Department	Soft Services
Generic Job Title	Front of House Co-ordinator	Segment	CSIFM
Team Band	Unbanded	Location	Bishops Stortford
Reports to	GSM	Office / Unit name	Diageo - Woodside

## ORGANISATION STRUCTURE



### Job Purpose

The first impression of our client business, this role needs to deliver impeccable service excellence with attention to detail, always anticipating customer needs.

Immaculate appearance and cleanliness is a prerequisite.

This position requires an individual who is a team player with a methodical approach, excellent communication, organisational & planning skills with the ability to challenge and review services. This position requires the person to be flexible in their approach to the role, but also flexible in covering other colleagues' roles.

The role requires a warm, friendly & dynamic individual with the ability to multi task in a pro-active team to deliver an exceptional level of service.

Ensuring all building occupants, visitors and colleagues receive the highest level of service in a pleasant clean and safe environment.

To facilitate a smooth reception, concierge, and hospitality service.

### Accountabilities

- Working alongside the Site Support officer, offer an outstanding visitor experience from greeting to host delivery and subsequent visitor check out,
- Ensure the cleanliness and housekeeping of reception, bistro and surrounding areas are at the highest standard during the time on duty
- Working alongside the Site Support Officer, represent the Client providing a professional, efficient switchboard/telephony service, ensuring all calls are handled effectively and accurately.
- Working alongside the Site Support Officer ensuring all visitors/contractors to site have an up-to-date induction in place and the necessary ID when working on site
- Responsibility for ensuring hospitality is ordered from the supplier and is delivered to the requester on time

- To have a flexible approach to the way of working.
- Communicate effectively with all team members and participate in all team activities
- To ensure the legal & company requirements for fire, health, safety & hygiene are met and bring to the attention of the GSM any areas of training you feel you need or have missed.

## Key Tasks

- To work with the Site Support Officer ensuring that the reception desk is not left unmanned during welfare breaks during core business hours.
- To open the building to allow access in the absence of the GSM or Site Support Officer.
- To be competent in all reception duties such as Site inductions, answering the telephone and forwarding on calls, booking meeting rooms, booking couriers, access cards etc
- To work with the Site Support Officer in keeping the reception area tidy and clutter free.
- To work with the Site Support officer with the management of the car park
- To ensure as a Sodexo team member that the Bistro Area is kept tidy during the hours of work – this will include clearing away crockery and loading the dishwasher, wiping down tables and surfaces and ensuring that supplies of food consumables such as teas and coffee are readily available
- Daily checks of all meeting rooms to ensure there are no immediate maintenance issues and report as necessary to the Diageo Help desk.
- Management of the meeting rooms to ensure minimum standards are maintained.  
Liaison with meeting hosts to ensure the Board Room is ready for meetings – water, flip charts, stationary, sweets, lunches etc.
- To be responsible for ensuring that where Hospitality is ordered for meetings – it is presented correctly, including crockery and cutlery to be available, All display and discard times are recorded.
- Daily floor walks of site to promote a positive and proactive vision of Sodexo
- Support to the Warehouse Coordinator with the incoming and outgoing of post and parcels, following up emails to recipients where necessary.
- To work with the Site Support Officer and the Warehouse Co-ordinator to support the requests from Diageo staff for couriers, ensuring all paperwork is completed correctly.
- Manage the printer toners to ensure there is a ready supply
- To ensure that the Diageo notice board is kept up to date – fire marshals and first aider lists for example
- To be responsible for maintaining the site telephone list and circulating around site.
- To work with the Site Support officer to ensure the In/Out board is kept up to date.
- To take responsibility for the ordering of stationary for the site and monitoring its usage
- To support the users of the meeting rooms with any initial AV issues – advising them the trouble shooting booklets are available and pointing them towards Diageo IT for further support. To log any issues with IT on site and keep track on the resolution of said issues.
- To oversee the system for generating WiFi codes for visitors and ensuring these are available
- Management of the money in the honesty pot
- To send out requests for the "whereabouts" to be updated.
- To support Diageo with the organization and booking of site tours – organizing agendas, tour order, food ordering, carparking
- To attend work promptly in accordance with your contracted hours
- When possible to undertake overtime as requested to ensure the efficient operation of the Front of House service
- To be prepared to assist your Sodexo colleagues, in a willing and positive manner and move from one activity to another
- To communicate effectively with all team members and to be friendly, pleasant and polite at all times
- To attend company briefing and training sessions as and when required
- To assist in the preparation of and participation in special functions at the Client/Company requests
- To look clean and smart, ensuring that the uniform provided is used and worn correctly and to follow the appearance and conduct policy

### Key Performance Indicators (KPIs)

- i. No complaints about reception cover during core business hours
- ii. All paperwork is accurate and reliable, and information is stored correctly
- iii. Excellent Client feedback
- iv. All audits passed.
- v. All visitors to site are inducted, all paperwork is signed, logged and all visitors have appropriate ID

### Skills, Knowledge and Experience

- i. Previous experience of working in a similar service environment within prestige environments with a strong focus on customer service
- ii. High level of personal hygiene
- iii. Awareness of the need to provide services in a sensitive manner such as not to affect Diageo's business reputation.
- iv. Willingness to complete SIA training.

### Essential

- Excellent first impressions
- Ability to multitask and prioritise and work on initiative
- Ability to work as a team and as an individual
- Reliable and Trustworthy
- Flexible
- Proactive and can-do attitude
- Good general health
- Good communication, numeric and literacy skills
- Attention to detail
- IT Skills

### Desirable

- Food Hygiene Certificate

### Contextual or other information

- There may be a Requirement to support other sites within the Diageo Portfolio within the South Cluster
- Requirement for flexibility regarding working hours on ad-hoc basis to meet operational requirements

The job description is designed to identify the specifics of the role it does not however limit the post holder to the specific tasks and responsibilities listed. The post holder is equally responsible for the satisfaction of the users and must therefore ensure that the standards are delivered. This will mean that you undertake activities outside of the job description to ensure that the overall service is maintained.

This job description is intended to give the post holder an appreciation of the role and the range of duties to be undertaken, it does not attempt to detail every activity and it may be changed from time to time to incorporate changing circumstances. Specific tasks and objectives will be agreed with the post holder at regular intervals.

The contracted hours for this role will be 40 hours a week, Monday to Friday. The hours of work are expected to be 07.00 – 16.00 (this includes two x 30 min unpaid break to be taken at a time to suit the business need and the continuing presence on the reception desk), however there will be a need to some flexibility in start and finish times.

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