

Marshall Arena Operations Full Time Event Catering Staff

Job Description

Position: Event Catering Staff	Department: Arena Operations	Reporting to: Events Manager
Job level: Entry	Contract: Permanent	Hours per week: 40 5 days out of 7

Job purpose: To provide a prompt and efficient food and beverage service for functions in Hotel, Concourse and Arena

Job Description

Main Objectives

- To ensure that customers receive a consistently high standard of service
- Provide efficient service and resolution to guest requests and issues on pre and post event days.
- To ensure toilets and bathrooms are maintained to a high standard of cleanness and fully stocked at all times, along with floor in green rooms, balconies and Main floor.
- Ensure high and consistent cleaning standards of stairs, windows and doors.
- Perform external checks of the building upon instruction from Manager.
- To assist concourse team during football games providing service to fans.

Summary of Duties

- To ensure that all customers receive excellent customer service for functions.
- To liaise with external contractors and internal departments, including production companies, suppliers, external Caterers, maintenance contractors and StadiumMK Group Limited and MKDons Sport and Education Trust employees
- To assist in setting-up functions to specific specifications and within the agreed timeline.
- To support the close of bars to company standards, including removing and securing all stock, surfaces are clear and clean and that all equipment is clean and presented ready for service.
- To ensure that all company policy and procedures, health & safety, and legislation is adhered to.
- To ensure that general housekeeping standards are maintained, including cleaning of all areas and the maintenance of both front and back areas.
- To report maintenance, accidents and health & safety issues using the company procedures.
- To serve football fans during a game with quick and effective service.

Person Specification

Essential

- Excellent customer service skills.
- Excellent communication skills, both written and verbal
- Excellent attention to detail.
- Flexible around working days and hours, including weekends and occasional nights.
- Evidence of working to deadlines
- Adaptable to change
- Ability to work in large teams and independently
- Basic IT skills
- High level of physical fitness.

Desirable

- Events experience in a hotel or large conference venue.
- Strong problem-solving skills.
- Self-motivated.
- Work on own initiative
- Evidence of working to deadlines.

This job involves heavy lifting and long periods of standing and walking long distances.

Behavioural Indicators:**Entry/Skilled/Expert**

- **Functional Skills** (Communication) Entry
- **Personal Attributes** (Confidence & Commitment) Expert
- **Personal Attributes** – (Resilience) Skilled
- **Personal Attributes** – (Self-Development) Entry
- **Personal Attributes** – (Respect for others) Expert
- **Personal Attributes** – (Integrity and Trust) Entry
- **People Skills** – (Skilful Conversations) Entry
- **Delivery at Pace** – (Passion for Customers) Entry