



## **LOS Guest Services City Manager - VIPS Green Projects**

### **Job information**

UEFA EURO 2020 Project: Guest Management & Protocol

Job title: LOS Guest Services City Manager

Hierarchy level: Manager

Full/part-time (%): 100%

Start date: 20/04/2020

End date: 03/07/2020

### **Project mission**

The mission of the Guest Management & Protocol (VIPS) project is to plan and professionally execute guest service operations as well as manage all protocol matters according to the UEFA protocol. The mission of the EURO 2020™ VIP Programme is to ensure that UEFA VIP guests experience a seamless consistent journey through the tournament, no matter their assigned level of service, where they receive a professional, informative and client focused service and feel welcomed in all key locations.

### **Key responsibilities**

#### Training of onsite staff

- Preparing the documentation used for the training of volunteers;
- Leading the Role specific training of volunteers;
- Monitoring the delivery of service excellence training to volunteers and hostesses;
- Running the onsite guest management table tops and simulations with key projects.

#### Event-time responsibilities

#### **Guest Management related tasks**

- Coordinating guest services operations in the host city;
- Leading the guest services team onsite at the HQ hotel;
- Coordinating all guest service operations linked to airport and railway station operations;
- Acting as a key contact for any guest management issues in the city;
- Dealing with guest issues and queries in person and via phone;
- Tracking changes and requests and informing the guest service hotline accordingly;
- Informing the VIPS team in Nyon and/or hotline about cancellations, no shows & unannounced arrivals;
- Staffing the welcome desk at the HQ hotel;



- Downloading and preparing daily lists from FAME (EURO 2020 online Football Administration Management Environment);
- Updating and managing staff and volunteer shift scheduling according to expected daily arrivals and departures as well as match day movements;
- Monitoring arrivals and departures;
- Implementing guest communication strategy onsite;
- Planning daily information for distribution to guests;
- Holding daily briefings with the hotel team and event transport team;
- Coordinating with tournament airport staff;
- Liaising daily with the VIPS venue operations team;
- Planning and supporting ticket distribution;
- Planning and supporting match day transfers to and from the venue;
- Escalating relevant issues to the TCC.

#### Accommodation related tasks

- Setting up working spaces and welcome desk in the hotel;
- Coordinating deliveries (signage, IT) and overseeing the set-up;
- Monitoring hotel operations (F&B lunches, coffee breaks, meetings etc. if applicable);
- Checking meeting facilities such as working stations, F&B, signage, stationary and equipment (paper in printer and fax, pencils, etc.) if applicable;
- Checking bedroom facilities before arrival for certain guests if required;
- Checking arrival and departure lists for the following day and highlighting early check-ins and late check-outs;
- Double-checking the hotel rooming list and making sure information provided by the TCC Accommodation team to the hotel is correct;
- Informing the Accommodation Manager immediately in case of any mismatch with the FAME rooming list due to last-minute changes onsite;
- Dealing with any unforeseen problems and open issues regarding accommodation at the hotel;
- Controlling costs on site: checking and signing hotel bills that will then be put on the master invoice of the hotel;
- Escalating relevant issues to the Accommodation Manager.

#### Administration

- Submitting reports and debriefs according to provided guidelines and deadlines;
- Completing statistic requirements on VIP operations and guest attendance according to deadlines;
- Ensuring logistics item list is always up-to-date.

### **Profile of successful candidate**

#### Must-have requirements

- Full professional proficiency in English (both oral and written);
- Communication proficiency in the local language of the city;
- Experience in guest management operations and customer service;
- Experience in a supervisory position working with guest service staff;



- Advanced in excel and very comfortable with ICT systems;
  - Ability to remain calm and perform under pressure;
  - Excellent communication skills and diplomacy.
- Additional requirements
- Previous protocol experience is a plus.

Applications must be submitted to: [cristina.toma@euro2020.com](mailto:cristina.toma@euro2020.com). The application file must contain: a CV in English, EUROPASS format, a passport photo of the candidate as well and a motivation letter. Applications must be submitted by **15<sup>th</sup> January 2020** .