



Concessions Coordinator LOS HPRO Green Projects

Job information

UEFA EURO Project: Hospitality Production
Job title: LOS Concessions Coordinator (2 per venue)
Hierarchy level: Coordinator
Full/part-time (%): 100%
Start date: 04/05/2020
End date: 01/07/2020

Project mission

In 2020, the UEFA EURO will celebrate its 60th anniversary. To celebrate this milestone, the tournament will be played across 12 different European cities - bringing the EURO closer to the fans and celebrating the best of European football and culture. To make this all possible, we need fantastic, dedicated people to join us on this once-in-a-lifetime journey.

The Concessions & Other Catering Programmes (CONC) project is responsible for the planning and delivery of all 'non-hospitality' catering services at UEFA EURO 2020. Our goal is to deliver a quality, value for money catering experience, demonstrating excellence and outstanding services across all areas.

In order to achieve such a goal, the CONC project is seeking to collaborate with the best partners, because outstanding and extraordinary services can only be delivered by outstanding and extraordinary people with a strong ambition to strive for excellence.

Key responsibilities

Communication

- Liaise and collaborate closely with the appointed venue Concessionaire(s) and Catering Supplier(s)
- Collaborate and cooperate with UEFA Commercial Operations team (CMLO)
- Act as primary contact for all Concessions and Other Catering Programmes matters in the venue
- Supervise the preparation and delivery of training for concessions and non-hospitality related catering programs team

Operations

- Assist supplier(s) in mobilization of all catering operations
- Monitor relevant on-site deliveries
- Work with other projects, including Technical Services, ICT and Signage to confirm provision of facilities
- Ensure all services are built to specification prior to service
- Coordinate Workforce Dining operations



- Ensure high standard of catering service delivery to Teams, Referees, Officials, Anti-Doping, Match Delegates and Media.
- Monitor Spectator Concessions operations
- Coordinate catering delivery to workforce celebratory events
- Ensure all delivered services meet service level agreement
- Assist in delivery and protection of Sponsors' rights
- Assess demand for services and provide feedback on daily volume adjustments
- Troubleshoot any related issue which can be resolved at venue
- Escalate any issues/risks to Hospitality Venue Manager
- Work with all relevant projects to ensure all needs within scope are fully met

Administration

- Coordinate daily service delivery timeline
- Liaise with appointed Supplier(s) daily, ensuring agreed project timelines are on track
- Submit daily reports to UEFA Concessions Management Team (CONC)
- Ensure appointed concessionaires adhere to agreed reporting deadlines
- Document all aspects of project and service delivery
- Contribute to detailed tournament debrief

Profile of successful candidate

Minimum requirements

- Experience in high-volume catering operations at major international events (ideally sports sector)
- Proficient in Microsoft Office / Office 365 - particularly Excel, Powerpoint, Outlook, Word
- Fluent in English (both oral and written) and in the local language of the venue
- Analytical approach to reporting with an eye for detail and accuracy
- Experience working with concessionaires and suppliers
- Ability and willingness to learn new software packages
- Excellent communication skills
- Focused on service excellence
- Able to perform under pressure
- Acts with integrity
- Consumer-minded
- Solution-oriented
- Team player

Applications must be submitted to: 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 **28th February 2020** .