



Hospitality Venue Manager – LOS HPRO Green Projects

Job information

UEFA EURO 2020 Project: Hospitality Production

Job title: LOS Hospitality Venue Manager

Hierarchy level: Manager

Full/part-time (%): 100%

Start date: 04/05/2020

End date: 01/07/2020

Specification: 1 Manager per stadium

Project mission

The mission of Hospitality Production (HPRO) is to plan, implement and deliver the various hospitality programs, catering, decoration and entertainment services for all the relevant target groups at a high level and in accordance with the agreed concepts, service levels and budgets.

The mission of the LOS Hospitality Venue Manager is to manage the set-up and operational implementation of the UEFA 2020 Hospitality Programs at the venue and to ensure a smooth execution, allowing for a consistently high and professional delivery and a top-class experience to all hospitality guests.

Hospitality Programs:

- VIP Hospitality hosted in the UEFA VIP Lounge (and Honorary Lounge, where applicable)
- Commercial Partners Hospitality hosted in the UEFA Club (or in dedicated areas, where applicable)
- Official Hospitality hosted in Private Suites, Prestige Lounge, The 2020 Club

Key responsibilities

- In charge of the hospitality facilities during the availability period including hand-over and final hand-back
- Responsible for the operational implementation of the VIP, Commercial Partners and Official Hospitality programs
- Manage the relevant suppliers ensuring a smooth and timely delivery of all services as per the agreed standards, layouts and service levels
- Main contact person for
 - Hospitality related suppliers
 - Volunteers
 - UEFA internal counterparts



Communication and cooperation

- Liaise with and coordinate between all HPRO related suppliers (caterer, branding and decoration, entertainment, etc.) to ensure permanent, consistent and smooth implementation
- Collaborate closely with the relevant on-site counterparts at UEFA (e.g. Signage team, VIP Services team, etc.), the LOS venue team and the stadium operator
- Liaise with all relevant internal and external stakeholders at the venue
- Day-to-day meetings with suppliers, regular reporting and debriefing as per UEFA requirements
- Provide reports and updates to the UEFA Hospitality Venue Manager
- Communicate updates in relation to guest numbers to all relevant stakeholders

HPRO workforce responsibilities

- In charge of the Volunteer management, including volunteer training, shift planning and task assignment
- Assign tasks and define responsibilities for the Hospitality Venue Coordinator
- Support the UEFA Hospitality Venue Manager with the preparation of training for suppliers, guest hosts
- Participate to the training of suppliers, guest hosts

Event-time responsibilities

- Perform hand-over and hand-back
- Monitor the on-site deliveries and ensure adherence to the planned schedule
- Liaise with and oversee all relevant suppliers to ensure smooth set-up and implementation according to the approved hospitality concepts and timeline
- Check all on-site hospitality related directional signage
- Monitor event operations according to the required level of service and quality
- Ensure that H&S regulations are respected by all relevant parties
- Assess the performance of HPRO suppliers and measure KPI achievements in cooperation with UEFA Hospitality Venue Manager
- Troubleshoot on-venue issues as they arise

Profile of successful candidate

Must-have requirements

- Experience in event/hospitality operations at major international events (ideally sports sector)
- Full professional proficiency in English (both oral and written) and in the local language of the venue
- Solid experience in team management
- Excellent project management and communication skills
- Strong organizational skills
- Attention to detail combined with the ability to see the bigger picture



- Service- and client-oriented approach
- Used to negotiate and deal with suppliers
- Creative, open-minded and solution oriented
- Proactive and decision maker
- Ability to remain calm and perform under pressure

Additional requirements

- Ideally knowledge of the corresponding stadium
- Any additional language an asset

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**.