



# Guest Experience Manager (Hospitality)

Job Description  
Person Specification

September 2021

## Guest Experience Manager (Hospitality)

Wycombe Swan

**Wycombe Swan** is part of HQ Theatres & Hospitality's (HQT&H) portfolio of twelve regional theatres and live entertainment venues and is part of the Trafalgar Entertainment family. **HQ Theatres & Hospitality** manage 12 venues on behalf of local authorities across the UK; from live music venues and concert halls to large auditoria presenting top West End productions, high profile live music and comedy, ballet, opera and family theatre, HQT&H are recognised for providing industry-leading hospitality and first class customer experiences.

**Wycombe Swan** is located in the heart of the High Wycombe town centre and comprises of three distinct spaces to provide the people of Buckinghamshire with top-quality musicals, drama, comedy, dance, family shows, one night events, and a world-class pantomime. With a capacity of 1,076 seats, the Main auditorium boasts superb acoustics, a large stage and adaptable seating. The historic Old Town Hall offers a smart, distinctive, multi-use space with staging and seating up to 400 and 600 standing. Rounding off the spaces is the ornate Oak Room, providing a glorious and elegant setting for events of up to 120 people. More than just high quality programming seen in the main space, Wycombe Swan regularly hosts conferences, graduations, parties and weddings, with exquisite food provided by the in-house catering team.

The Wycombe Swan and Old Town Hall has always been at the heart of the Wycombe community. We are proud to be a venue that supports local community hires, alongside nurturing the young talent of Bucks through our youth drama activities. Playing our part during the Coronavirus pandemic operating as a vaccination centre for the NHS, we are now looking to grow our team with passionate and talented individuals.

**Employment type:** Full Time

**Salary:** c. £29,000 p.a. dependent on experience, ability and potential.

**Hours:** 40 per week over 5 days out of 7, subject to variation to meet business requirements. Working hours will include evenings, weekends and Bank Holidays.

**Work location:** You will be based at Wycombe Swan, High Wycombe and may be required to travel to and work at other HQ venues. Approved travel expenses will be reimbursed.

**Purpose of the role:** As leader of the Hospitality team you will have responsibility for ensuring the highest standards for all hospitality activity, including the in-house restaurant and bars, as well as bespoke dining events and private functions. Maximising profitability; achieving GP and Mystery Guest targets and ensuring business objectives are met.

**Our ideal candidate:** The ideal candidate will have a genuine passion for delivering an exceptional hospitality offer and first class customer experience. To achieve this, you will inspire and lead a team to meet, and exceed, budgeted targets, with customer care at the heart of your department's work. The candidate must be adaptable and forward-thinking, with creative flair and meticulous attention to detail.

**Closing date:** Monday 18<sup>th</sup> October, 10am

**How to apply:** Please submit a CV & covering letter to [admin@wycombeswan.co.uk](mailto:admin@wycombeswan.co.uk) with the subject title 'Guest Experience Manager (Hospitality)'. Tell us why you think you are suited to this role, why it interests you and how we'll benefit from having you on board!

## REPORTING

You will report directly to the Hospitality General Manager.

The posts you will line manage in this role include the Assistant Hospitality Manager, Team Leaders and Casual Hospitality Staff.

## KEY ACCOUNTABILITIES

### Strategic

- In collaboration with the Hospitality General Manager and the venue's senior management team, uphold the conditions of the venue's licenses.
- Play a key role in ensuring that Wycombe Swan is a welcoming venue offering outstanding service to all customers, visitors and staff across all events and spaces.
- Support and motivate casual staff to ensure they deliver consistently excellent customer service.
- Actively lead Bar and Restaurant service ensuring the guest experience is positive. Maintain a constant management presence throughout key service times and proactively drive sales through excellent leadership.
- With the Hospitality General Manager, development of annual Hospitality business plan and budget, with clearly set out expected profit and service targets.

### Operations

- Act as Duty Manager for the building on a rota basis, working evenings, weekends and bank holidays.
- Oversee the management of the Hospitality operations, including the bars, restaurant, programme of dining events and corporate and private hires, to ensure they are delivered to the highest standards of presentation and quality by adopting a hands-on approach to all aspects of operational responsibility, undertaking floor duties as a matter of routine.
- Maximise income generating opportunities through a variety of methods including but not limited to effective merchandising, impulse buy opportunities and product relevant to the audience and customer type.
- Assist with Stock Takes and monitoring of all margins across Food/Liquor/Kiosk lines, ensure adequate stock controls are in place and that stock results and supporting data are reported as required

### Customer Satisfaction

- Leading the hospitality team to deliver and imbed HQ venues customer service training programme, including HQ venues vision and values.
- Oversee the review of all mystery shopper reports to ensure consistently high levels of customer service are maintained within the Front of House and hospitality teams.

- Oversee all customer feedback relating to the hospitality operations, working with your direct reports to investigate and respond appropriately, and sharing, where required, with other colleagues to improve the service standards.

### Health & Safety

- To understand and have an excellent knowledge of managing all current Health & Safety legislation, licensing regulations and Food Hygiene legislation
- Lead the Hospitality team ensuring they score highly on all environmental health audits, food safety audits, and meets the requirements of the company's food safety management system.
- With the Hospitality General Manager ensure all Hospitality areas and their décor are maintained to a high, appealing standard and that all equipment is kept in good order.
- As part of the Duty Management team you will be the nominated First Aider when Duty Manager and be required to deal with any accidents or incidents that occur, ensuring that they are accurately recorded and followed up if required.

### Recruitment, Training and Development

- Recruitment, induction, training and performance development of direct reports, so as to ensure their full contribution to the achievement of business and service targets.
- Undertake any relevant training and development that may be required, and to keep abreast of relevant industry developments.

### Other Responsibilities

- Act as a key holder of the building, ensuring smooth and safe operations and security procedures are maintained.
- Dress in accordance with Company uniform policy, and wear protective clothing where issued and instructed.
- Attend and, if required, note take meetings as required.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

## PERSON SPECIFICATION

In order to be considered for this post you will need to evidence and demonstrate:

### Experience

- A record of successful leadership in a demanding catering, hospitality or live events organisation.
- Management experience, and robust hospitality knowledge, including food and beverage management and hospitality event delivery.
- Experience of staff management, including recruitment, training and supervision.

### Skills

- At least intermediate level of Outlook, Word and Excel.
- Strong people skills, with the ability to inspire and develop a team of part-time and casual staff.
- Ability to work effectively as part of a team.
- Able to work in a very fast -paced environment, and manage priorities.
- Able to respond positively to a pressurised working environment and adopt a positive approach to problem solving

### Attitude

- A strong customer service focus and a genuine desire to deliver an excellent experience, every time.
- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers.
- A presentable, professional and approachable manner which sets an example for others to follow.
- Willing to work flexible hours including evenings, weekends and Bank Holidays.

### Desirable

- Previous experience of working in different food and beverage operations (bars, restaurants, dining events and corporate hires).
- Formal training to assist in the delivery of effective staff training, i.e. Train the Trainer.
- Personal licence holder and experience of being a designated premises supervisor
- Level 2 Food Hygiene Qualification or higher
- First Aid at Work certification