



Job Description

Job Title: Hospitality & Commercial Sales Manager

Reports to: CEO & Commercial Director

Hours: Full time

Role Summary: This is a key role to manage and deliver the quality of customer events on behalf of the hospitality department within the Club, and to actively focus on maximising business development for profitable sales opportunities in driving the business forward, seeking new business and maintaining excellent relationships with existing customers. You will be expected to be an excellent leader in managing, maintaining and delivering consistently high standards of service, with a very much 'hands on' attitude ensuring customer satisfaction within a busy and dynamic environment. Through clear drive and resource planning and effective leadership of the hospitality department, you will ensure that the team performs efficiently at all events and achieves its targets. Responsibility for managing your team, their training, productivity, and staff rota whilst delivering the highest standards of service for each event.

Key Responsibilities:

- Manage the hospitality team and relevant staff, to support the continuous development of the matchday hospitality and non-matchday events held at the Club, both for staff office based and within the conference and banqueting environment, maintaining the day-to-day operation within the hospitality sector of the business, ensuring exceptional standard of service.
- Responsible for the implementation of effective hospitality process management and delegation of duties within the events team to achieve the best possible customer experience.
- Attending and taking the lead at regular meetings to brief and support the hospitality team in order that all staff are aware of their duties
- Setting and achieving sales targets with the Commercial Director to deliver both as a department and as individuals, reporting to the Commercial Director & CEO on a regular basis.
- Researching local trends in order to improve and maintain a competitive edge for customer needs, working closely with the club caterers.
- Actively monitoring latest changes and prices for hospitality events and subsequently relaying information to customers and clients.
- Generate, maximise and develop hospitality and all future, or potential private functions and events in order to generate new income.
- To develop all event experiences within the full 7 day working week and to promote other various activities, including events held on non-match days, and to initiate, predict and develop other potential activities.
- Taking full responsibility as club representative for Special Events including planning, overseeing & organising the various departments within hospitality to ensure the smooth operation of planning each event from initial enquiry through to final delivery.
- Work closely with the F&B Supervisor and the hospitality staff, and to be responsible for their duties from beginning of planning and preparation, to final delivery of event supporting and responsible for both office sales team and event hospitality team
- Assist and support the hospitality team for agreeing menus and food delivery as and when required .
- Inspire and motivate hospitality staff, with a 'hands on' attitude. Oversee staff recruitment, including carrying out staff appraisals on a regular basis.
- Responsible for customer correspondence including communicating by post.
- Take responsibility for actively delegating for the preparation and organising of event paperwork including schedules, budgets, terms and conditions and payments record keeping. Support staff in their preparations and planning for events.
- Organise and attend regular staff training, including any training or development as necessary. Ensure successful planning and standards are maintained. To be approachable to support staff to continually grow and develop. Encourage and guide staff to maintain high levels of customer service. Looking after current booking processes, effective terms & conditions, pre-event comms and follow up surveys.
- Ensure strict awareness and compliance with all Health & Safety work practices including good practice for standards of hygiene ensuring the highest standards of safety and hygiene for both yourself and your team.
- Carry out any other duties as requested and guided by the Commercial Director or CEO.

Person Specification:

- Experience of working in hospitality management or a similar background in a managerial role & delivering high standards of service
- Excellent Communication Skills
- Excellent timekeeper and flexible approach to meet the nature and demands of the business
- Strong sense of responsibility and being able to organise, plan ahead and manage a team of staff
- Previous sales experience
- Leadership skills

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- Budgeting experience
- Must be courteous and focused in providing a consistently excellent/ high standard of customer service
- Experience working within a busy/versatile or sports stadia environment