MARYLEBONE CRICKET CLUB (MCC) JOB PROFILE

Hospitality Coordinator (Restaurants)

Department: Catering, Hospitality Operations  
Reporting to: Premium Dining Manager  
Contract: Permanent

DIMENSIONS OF ROLE

Hours: Five shifts of nine hours rostered between 09:00hrs and 18:00hrs on Monday to Sunday (inclusive), including one-hour unpaid lunch on each day worked; making a total of 40 working hours per week.

KEY PURPOSE OF ROLE

To support MCC by being responsible for the coordination and sales of the restaurant business within (but not limited to) the Debenture Holder restaurants located at Lord’s Cricket Ground. Helping to develop the restaurant products and overall supporting the hospitality team with match day delivery.

KEY TASKS AND ACCOUNTABILITIES

- Assist the hospitality team with Debenture restaurant coordination duties and ensure smooth running of the restaurant operation.
- To have an in-depth knowledge of all MCC’s restaurant offerings across all areas.
- To be confident when talking with Debenture Holders / Members / General Public regarding the MCC restaurant offerings (via phone & email).
- Work alongside the Premium Seating Team to develop and coordinate the online restaurant reservations system.
- To work closely with the Premium Dining Manager on match day preparation, including but not limited to, table plans, check in lists, menu co-ordination, function sheets, SOP’s & internal stakeholder communication.
- Providing additional administrative support to the hospitality team (including hospitality facilities, afternoon tea and the operations team).
- Responding to incoming enquiries from Debenture Holders, Members and General Public (phone and email).
- Assist with the preparation of match day restaurant collateral.
- To carry out any other reasonable requests as directed by managers.
- Oversee the distribution of post dining surveys and collate responses for reporting.

This job profile is not an exhaustive or definitive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks and duties of the jobholder might differ from those outlined in the job profile and duties might be amended as the job evolves in light of the needs of the business and/or at the discretion of management.

VARIATIONS OF JOB RELATING TO MAJOR MATCHES

- Attendance at all major match days, including weekends.
- Any other duties as required whether in the Department or elsewhere around the Ground.
- Coordinating and manning restaurant check in.
- Pre-match day briefing of restaurant managers.
- To assist with close down procedure and processing of hospitality suite stock sheets after close of play.

VALUES AND BEHAVIOURS

SMART

- We make informed decisions
- We cut out inefficiency and complexity
- We ensure that everything we do looks, sounds and feels high quality
**ATTENTIVE**
- We are welcoming hosts to people of all cultures and backgrounds
- We pride ourselves on impeccable manners
- We work with other organisations for the good of the game

**ORIGINAL**
- We set our own high standards
- We constantly seek out better ways of working
- We encourage people to be imaginative in their work

**HEALTH AND SAFETY**
- At all times be responsible for the safety of yourself and others through adherence to MCC (and legal) safety rules and procedures
- To report any unsafe practices, equipment or circumstances as appropriate.
- Comply fully with relevant security policies and procedures.
- Be familiar with fire procedures and evacuation procedures and be prepared to operate when/if trained as a Fire Warden

**PERSON SPECIFICATIONS, SKILLS AND QUALIFICATIONS**

**Essential**
- Excellent communication skills.
- Passion and experience to work within the hospitality, restaurant and/or events industry.
- High level of initiative, with administrative and organisational ability.
- An understanding of the importance of customer service/satisfaction.
- The ability to work quickly under pressure maintaining a high level of accuracy and detail.
- To be able to form relationships with colleagues and clients
- Flexibility in work content and hours.
- IT literate, including Word, Excel & Outlook

*Written by: Louise Abbott*  
*Accepted by:*

*Date: September 2021*  
*Date:*