



Services Description	
Role:	Catering Venue/Village Manager
Reports To:	Catering Operations Manager
Direct Reports:	Catering Lounge/Suite Manager
Type of contract:	Short-term contract, freelance contract
How To Apply:	Send your CV to hr.qatar@match-hospitality.com with subject line "Catering Venue/Village Manager"
Key points:	Cover Letter – must, Min 3 years hospitality experience Previous experience working at an International Event Fully vaccinated
QID	Not transferable, no sponsorship provided, visa support only

External Relationships:	FIFA, Supreme Committee for Delivery & Legacy (SC), FIFA World Cup Qatar 2022 LLC (Q22), MATCH Hospitality (MH) service providers, sub-contractors, material suppliers, local Government Authorities.
Internal Relationships:	Senior Management, MH Catering Venue teams, Procurement team, Guest Services team, Technical & Operations team, Human Resource Management, CAT HQ team, Affiliates team, HQ team.

Role Summary:	<p>The Catering Venue/Village Manager will be part of the MATCH Hospitality Venue Catering team. The candidate will be responsible for managing all hospitality zones within one of the official World Cup Venues.</p> <p>The Catering Venue/Village Manager will be responsible for ensuring the successful delivery of catering services within each hospitality zone in a dedicated stadium/offsite venue through training and management of the Operations Team who will be deployed at the venue.</p> <p>All catering services will be delivered by appointed Catering Service Providers. The Catering Venue/Village Manager will be responsible for ensuring the obligations of the contract are delivered whilst giving the necessary support during the mobilisation, operational delivery, and demobilisation of catering services.</p> <p>The Catering Venue/Village Manager will also act as the liaison between all Hospitality Programme stakeholders and all relevant MATCH Hospitality departments for the FIFA World Cup Qatar 2022™.</p> <p>This position will be on a fixed term, temporary contract, suitable for freelance event managers.</p>
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Key Accountabilities	
HR & Team:	<ul style="list-style-type: none"> • Line manages the Catering Venue team to ensure they complete their allocated tasks as part of the overall achievement of the project, and that they are fully aware of the objectives of the Hospitality Programme and their specific role. • Manage, mentor, and motivate the designated MH Catering team on venue, consisting of direct staff and contractor workforce. • Maintain a positive team culture with Technical & Operations as well as Guest Services departments where all members work in collaboration and support each other. • Lead the training programme for the Catering Venue team and execute in designated venue. • Monitor and assist where necessary with the Catering Service Provider's temporary workforce training plans. • Monitoring of the MH Food Safety team. • Establish key stakeholder management processes and lines of communication. • Key contact for food safety authorities in relation to hospitality catering on venue.

- Lead meetings representing MH Catering Department's interests, with Catering Service Providers, or clients/partners.
- Report and provide all HR and financial documents (contracts, invoices, etc.) following all the deadlines.
- Handle and treat all matters of a confidential nature, oral or written with tact and discretion.
- Technical and maintenance checks and issue resolution for designated areas, considering kitchen, BOH, overlay, lounge, suite or pantry installations.

Mobilisation/Demobilisation & Bump In/Bump Out:

- Lead the handover and hand back process of relevant MH catering spaces at the start and finish of the Exclusive Use Period.
- Coordinate the bump in and bump out of all relevant MH contractor groups to ensure spaces and equipment are complete, on schedule and handed over between different third parties following the correct process.
- Ensure all contractor groups have onboarded and respected the necessary policies and procedures for access to and delivering to stadium including workforce accreditation, vehicle permits, MDR '6 Keys to the Gate' etc.
- Work in partnership with the senior members of the department and the Technical Operations team in FOH and BOH space allocations and planning, infrastructure, utilities and equipment layout design in terms of providing and delivering fully functional catering operational space.

Management of Catering Service Provider:

- Provide the Catering Service Provider with all the necessary information, space, infrastructure and access to fulfil their obligations.
- Monitor and coordinate Catering Service Provider's work at the relevant designated venue to ensure fulfilment of the contractual obligations and scope of works.
- Lead daily briefings and match day de-briefing with Catering Service Providers on venue, including updates and issue resolution.
- Following a step-by-step Catering Service Providers operational plan to monitor all scheduled activities and ensure all Catering Service Providers employees are on time, ready and presentable.
- Monitoring cleaning and waste service in the Hospitality Zone.
- Ensure the Catering Service Provider manages the cleaning of all hospitality food and beverage service areas.
- Ensure Catering Service Provider is prepared for additional Catering requirements and protocol elements required for IPPs, Amiri Diwan and other Heads of State and any other dignitaries.
- Understand the key timelines, milestones and deliverables of the Commercial Hospitality and Affiliates Programme and ensure that progress is tracked and timelines are met for designated tasks and workstreams (execution of the contractual obligations).
- Ensure the agreed service levels in all hospitality zones are compliant.
- Ensure quality of all menus and services are delivered consistently to the highest pre-agreed standard specification and to a level commensurate with a world class, elite hospitality experiences.
- Ensure consistent policies and procedures are implemented across the venue.
- Check all menus, QR codes, buffet cards and any other signage and collateral before opening the designated service area.
- Monitoring, and liaising with CSP to ensure all service levels and KPIs are met in regard to readiness, service quality, Food quality, menu availability, beverage service, Staffing levels & quality.
- Checking that all catering locations are setup, and operated as per agreed SSOPs, inclusive of CCG table lays, menu and other printed collateral distribution.
- Checking that allocation of beverage is as per agreed SSOP, and with correct product in relevant lounge, or suite bar.
- Confirm beverage opening stock with CSP, ensuring correct product range, variety, and volume is in the correct lounge, suite, and bar.
- Confirm Beverage closing stocks with CSP, ensuring validation of the consumption is correct and as experienced within the relevant lounge, bar, or private suite.
- Ensure defined standard operating procedures per product per location is being followed.
- Ensure compliance with MATCH Hospitality contract terms, policies and procedures as well as local regulations and laws.
- Act as a conduit between the Catering Service Provider and all other MH departments and external stakeholders (FIFA/SC/Q22/Venue teams).

Hospitality Operations

- Co-ordinate with relevant internal and external stakeholders as required for delivery of hospitality services, including Technical & Operations, Guest Services, catering service providers, security, cleaning service providers
- Co-ordinate and assist with relevant sub-contractors and service providers where required, inclusive of kitchen installers and maintenance, equipment suppliers, coffee machine suppliers and engineers, beverage suppliers, cleaning and waste suppliers, protocol and hospitality, and any other relevant stakeholder or supplier in regards

to delivery of hospitality service provision within the stadium lounges, suites or operational areas.

- Assist with guest services and technical and operations in regard to setup and guest experience, inclusive of checking table reservation requirements and special requests, and any other relevant requirement in regards to guest experience within the hospitality lounges and suites.

Issue Resolution & Crisis Management:

- Deal with customer complaints within the parameters of the prescribed complaint management process, managing client expectations and any confrontational issues that may arise.
- Escalate any issues to your Line Manager that cannot be resolved on the venue or may have a wider impact on other venues or other departments, or relevant stakeholders.
- Comprehensively manage in a timely and appropriate manner, the constructive criticism and feedback received from the Stakeholders, to ensure all challenges are met with suitable and sensible solutions with the objective to provide impeccable client service.
- Coordinate and manage communication between Catering Service Provider and Stakeholders as well as other contracted service providers and key internal MH departments.
- Ensure all maintenance standby teams are available on venue and easily contactable during all operational periods.
- Ensure all pre-event risk assessments, Health & Safety, Food Safety check lists and allergen management checks are carried out.
- Proactively troubleshoot quality and service issues before they escalate to customer complaints.
- Coordinate and control all the suppliers' and sub-contractors' logistics and deliveries and their integration into the overall delivery plan.

Reporting:

- Establish efficient reporting systems for the relevant and designated MH venue teams.
- Fulfil any prescribed reporting requirements established by the MH Project team and/or FIFA/Q22 at the venue and during Exclusive Use Period.
- Execute and consolidate all relevant daily readiness reports and catering match day operational service reports.
- Execute and consolidate Catering Service Providers' KPIs and various reports for each match.
- Consolidate beverage stock control and consumption reports in co-ordination with MH beverage manager.
- Track and consolidate all venue Issue logs and risk assessments.

General

- The candidate will act in compliance with MH's contract terms, policies and procedures.
- Due to the nature of the business, you will be required to work after hours and weekends as required.
- The nature of these events is such that it may be necessary to amend or add to your responsibilities as we get closer to the event and you may be required to perform any task that is allocated to you, specific to the projects at hand.
- Working hours are accordingly with the responsibilities of your position, a minimum 48 hrs per week.
- When communicating via email or by other means ensure that your immediate manager is aware of all communication.
- Diligently, timeously and efficiently carry out duties assigned by your manager.
- Provide your full support to MH in meeting deadlines which require your input.
- Manage telephonic and consultative contracting queries and respond to information requests and queries together with your manager.
- Background security checks will need to be passed for accreditation purpose.
- The candidate must be fully vaccinated.
- The nature of this event is such that it may be necessary to amend or add to the candidate's responsibilities as we get closer to FWC 2022 and he/she may be asked to perform additional tasks that are allocated to him/her by senior management, specific to the projects at hand.

Knowledge, Skills and Experience

Essential Experience:

- Minimum 10 years of experience in large scale international sport events preferably in the field of Hospitality Catering.
- Experience in interacting with exacting, high profile clients, affiliated partners, sponsors, VIP/VVIP guests and protocols for IPPs and Heads of State.
- Experience in working in a multi-cultural organisation with international stakeholders such as Government Organisations, Sporting Federations and Local Organising Committees.
- Good knowledge of international and localised food and beverage cultures relating to Hospitality services at

major sporting events.

- Experience of working in both a stadium environment and temporary hospitality structures.
- Experience and understanding of front and back of house operations involved in delivering high quality hospitality guest experience.
- Ability to coordinate operational teams composed of direct reports, multiple contractors and services suppliers in delivering high level hospitality programmes.

Essential Skills:

- Ability to work calmly under pressure and meet multiple deadlines.
- Fluent in both written and spoken English.
- Meticulous attention to detail.
- Experienced PC user (intermediate knowledge of Microsoft office software).
- Flexible in a constantly evolving environment with good proactive problem-solving skills.
- Strong project management and time management skills.
- Strong verbal and written communications skills.
- Excellent team leader.

Desirable:

- Bachelor or master's degree or equivalent in Hospitality, Management, Business Administration or similar.
- Experience working in GCC region with fluency in Arabic.
- Practical experience and knowledge of temporary and/or permanent construction, infrastructure, maintenance, dismantling and other technical processes for the large international sports events.
- Knowledge of and experience in dealing with technical documentation and drawings.
- Qualifications in Food Safety (CIEH), Culinary and or Food Technology.
- Qualification in IOSH Managing Safety.
- Fluent in written and/or spoken Arabic, French or any other languages.

Please send us your CV with an accompanying cover letter to:
hr.qatar@match-hospitality.com with subject line "**Catering Venue/Village Manager**".

The applications without a cover letter will not be considered.

**The role is based in Qatar*