



Job Description

Job Title:	Catering Lounge/Suite Manager
Reports To:	Hospitality Catering Venue Manager
Direct Reports:	Catering Lounge/Suite Supervisor
Type of contract:	Short -term contract, casual position

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 and other VIP Programme stakeholders involved in the delivery of the FIFA World Cup Qatar 2022™.
Internal Relationships:	MH Catering Venue team, VIP Programme Project team, MH Catering Operations team, CAT HQ team, Guest Services team, Technical & Operations team, Event Logistics, HQ team

Job Summary:	<p>The Catering Lounge/Suite Manager will be part of the MATCH Hospitality Venue Catering team. The candidate will be responsible for a designated area on venue for the Official Hospitality Programme at one or two stadiums for the FIFA World Cup Qatar 2022™; working in direct collaboration with the Catering Venue Manager, using their expertise to provide a successfully deliver.</p> <p>The candidate will be responsible for delivering world class services to MH/FIFA/SC/Q22/ VIP guests through monitoring, coordinating and reporting on levels of catering services provided by MH Catering Service Providers.</p> <p>This position will be on a fixed term, temporary contract, suitable for freelance event managers.</p>
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Key Accountabilities

<p>HR & Team:</p> <ul style="list-style-type: none"> • Maintain a positive team culture with Technical & Operations as well as Guest Services departments where all members work in collaboration and support each other as required to accomplish our shared goal. • Participate in daily briefings with Catering Operations team on venue as well as match day debriefings. • Provide assistance, where necessary and ensure the catering service provider’s temporary workforce training plans are carried out to the pre-agreed standards. • 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.
<p>Mobilisation/Demobilisation & Bump In/Bump-out:</p> <ul style="list-style-type: none"> • Support the handover and hand back process of the hospitality zone in designated venue(s) at the start and finish of the Exclusive Use Period. • Support the bump in and bump out of all MH contractor groups to ensure spaces and equipment are complete on schedule and handed over between different third parties following the correct process. • Technical and maintenance checks and issue resolution for designated areas, considering kitchen, BOH, overlay, lounge, suite or pantry installations.
<ul style="list-style-type: none"> • Management of Catering Service Provider: • Assist the Catering Venue Manager by providing the Catering Service Provider with all the necessary information, space, infrastructure and access to fulfil 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. • Act as a conduit between the Catering Service Provider and all other MH departments and external stakeholders (FIFA/SC/Q22/Venue teams).

- 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.
- 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.
- Monitoring Catering Service Providers' daily briefings with staff dedicated to their hospitality zones.
- Ensure quality of all menus and services are delivered consistently to the highest pre-agreed standard and specification. Achieving a level commensurate with world class major sport event hospitality experiences.
- 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.
- Monitoring of the MH Food Safety team.
- 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.

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 in the hospitality zone or may have a wider impact in other zones or other departments, or relevant stakeholders.
- Ensure all pre event risk assessments, Health & Safety, food safety check lists and allergen management checks are carried out.
- Identify operational challenges and determine the best way to solve them.
- Evaluate and implement improvements and enhance the overall high-level V/VIP Guest Groups services and unique hospitality experience.
- Ensure all maintenance standby teams are available on venue and easily contactable during all operational periods.
- Proactively troubleshoot quality and service issues before they escalate to customer complaints.

Reporting:

- Fulfil the Catering Service Provider's KPIs and any necessary consumption and reconciliation reports for each match.
- Fulfil and administer daily readiness reports and catering match day operational service reports.
- Fulfil and administer all hospitality zone issue logs and risk assessments.
- Assist with the fulfilment of any prescribed reporting requirements established by the MH Project team and/or FIFA/LOC at the venue.
- Ensure all food safety and health and safety daily audits are carried out by the designated person.
- Beverage stock control and co-ordination with Catering Venue Manager and Catering Service Provider.

- The candidate will act in compliance with MATCH Hospitality’s contract terms, policies and procedures.
- Working hours and schedules will be dictated by operational demands and will include evenings and weekends. A minimum 48 hours per week.
- You may also be required to assist with ad-hoc tasks as and when required.
- 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:

- Operational experience in the sports hospitality and/or international sports events in a similar role
- Experience interacting with exacting, high-profile clients, VIP/VVIP guests & protocols for IPPs.
- Specialist in food and beverage and hospitality operations.
- Ability to promptly deal with technical and operational issues.
- Proven ability to make critical decisions independently without supervision.
- Ability to use own fundamental competences required for accomplishing operation activities.
- 5-7 years' experience in event and catering operations with focus in the hospitality or food industry.
- Experience in working in a multi-cultural organisation and with international stakeholders such as Government Organisations, Sporting Federations and Local Organising Committees.

Essential Skills:

- Excellent management and communication skills.
- Ability to work calmly under pressure and meet multiple deadlines.
- 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 verbal and written communications skills.
- Fluent in both written and spoken English.

Desirable Skills:

- Relevant University/ College Degree strongly desired.
- Qualifications in Food Safety (CIEH), Culinary and or Food Technology.
- Qualification in IOSH Managing Safety.
- Experience of working in Qatar or GCC region.
- Fluent in written and/or spoken Arabic, French or any other languages.

If this seems like the perfect job for you, we would love to hear from you!

Please send us your CV with an accompanying cover letter to
hr.qatar@match-hospitality.com
 with subject line “Catering Lounge/Suite Manager”

The applications without a cover letter will not be considered

**The role is based in Qatar*