

Milton Keynes Ice Hockey Club

Role Profile - Front of House Coordinator

Role Details:

Job title:	Front of House Coordinator
Location:	Milton Keynes
Reporting to:	Jon Payne (Director)

Purpose of role:

The Front of House Coordinator will play a key role in promoting and managing sponsor and group ticket bookings for MKL match nights.

Responsibilities of role:

The responsibilities of the role will include (but not be limited to):

- Promoting and coordinating sponsor and group ticket bookings for MKL match nights
- Working with the Marketing team to ensure group and sponsor bookings are effectively prompted via the website and social media
- Liaising with Planet Ice and MKL colleagues to ensure the required seats are booked correctly and fully paid for
- Ensuring that tickets are correctly organised and ready for customer collection prior to doors opening on match night
- Welcoming guests and visitors to the rink in a professional and friendly
- Acting as the match night point of contact for all group and sponsor bookings

- Working with the MKL Supporters Club and to maximise the opportunities to promote the club and generate income and revenue on match nights
- Ensuring appropriate contact details of guests are obtained and recorded (with their consent) for promotional and marketing purposes
- Collating post-match feedback from attendees to identify areas of improvement
- Assisting colleagues and third parties to promote and operate a healthy, safe and secure working environment in line with appropriate policies and procedures
- Working with colleagues and third parties to ensure that the MKL brand is protected and managed appropriately at all times
- Actively promoting an equal, diverse and inclusive working environment for all colleagues

Experience and background:

The role holder will be expected to demonstrate:

- Previous experience in a Front of House or Hospitality Host role
- A friendly, confident and personable manner with the ability to liaise with a wide range of customers
- Excellent diary management skills
- MS Office experience, including Word, Excel and PowerPoint
- Proven and demonstrable customer service skills and experience
- Excellent communication skills (both written and verbal)