

Milton Keynes Ice Hockey Club

Role Profile - Hospitality Coordinator

Role Details:

Job title:	Hospitality Coordinator
Location:	Milton Keynes
Reporting to:	Jon Payne (Director)

Purpose of role:

The Hospitality Coordinator will play a key role in promoting and securing corporate and group hospitality ticket sales for MKL match nights, and ensuring that guests receive a positive match night experience.

Responsibilities of role:

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

- Acting as the first point of contact for all hospitality matters
- Researching, promoting and booking corporate and/or group hospitality bookings in for MKL match nights
- Negotiating and agreeing match night hospitality packages and content for each group/corporate booking
- Welcoming hospitality guests to the rink and showing them to the VIP bar, creating a positive and premium first impression
- Acting as 'host' by offering a friendly and professional service and ensuring that all hospitality needs are met throughout their visit

- Working with Planet Ice to ensure all catering requirements are provided as per the customer's requests
- Liaising with the Head Coach to coordinate appropriate player attendance for hospitality bookings as necessary
- Coordinating the attendance of the MKL mascot 'Pucky' for hospitality/group bookings as necessary
- 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 hospitality 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, ideally working with corporate/VIP guests
- A basic understanding of ice hockey and its rules
- 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)