



HOSPITALITY MATCHDAY STAFF (2023-24 SEASON)

ROOM MANAGERS/RESTAURANT MANAGERS

We are very proud of our Operations Team here at the Riverside Stadium. We strive for excellence in the workplace and expect high standards of professionalism and a strong work ethic from our staff, which ultimately delivers a first-class customer experience to our Matchday guests and supporters.

We're currently recruiting for experienced Room Managers/Restaurant Managers to join our Hospitality Team to oversee the management of a Hospitality team, co-ordinating the operation of the restaurant and ensuring an efficient service of the highest standard on matchdays and events.

THE ROLE:

- Co-ordinating and delivering quality food and bar service in a fast-paced restaurant environment within a match day timeline
- Managing and delegating tasks to staff through pre-match briefings
- Responding to customer feedback in an effective and efficient manner
- Ensuring customer billing is completed in line with company procedures
- Adhering to and enforcing Health and Safety/Alcohol Licencing Regulations at all times.
- Ensuring you and your team have up to date knowledge of menus and allergens, providing training where required
- Assisting in the recruitment, training and development of the Hospitality team
- Co-ordinating set-up, clean down and turnaround of the restaurant

CANDIDATES SHOULD:

- Have previous supervisory or managerial experience within a hospitality environment
- Have natural hosting skills and the ability to deliver an impeccable customer experience
- Be available to work on matchdays and events (weekends, evenings and bank holidays)
- Be a proven leader with the ability to inspire and motivate a team
- Be professional and hardworking with a positive demeanour, adopting a hands-on approach
- Have a passion for product knowledge in both Food and Beverage
- Have excellent organisational skills, with the ability to work well to time schedules
- Have an excellent attention to detail
- Demonstrate good standards of personal presentation
- Be aged 18+ and be eligible to work in the UK

If you would like to be part of a committed team and you can demonstrate MFC's key core value behaviours, please contact recruitment@mfc.co.uk to request an application form quoting Ref RM/MFC

CLOSING DATE: 19th February 2024
INTERVIEWS: w/c 26th February 2024

Owing to the high volume of applications expected, if you have not been contacted by the closing date, please assume that you have not been shortlisted for interview.

MFC is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.



MFC is also committed to the safeguarding of vulnerable groups.

HONESTY & INTEGRITY
DO THE RIGHT THING

HUMILITY
SHOW A
WILLINGNESS
TO LEARN
DEVELOP
AND GROW

INCLUSION
PROVIDING
OPPORTUNITIES
FOR ALL



LOYALTY
COMMITTED
TO SHARED
SUCCESS

RESPECT
VALUING
EACH OTHER
AND OUR
ENVIRONMENT

TEAMWORK
WORKING
TOGETHER
TO ACHIEVE
OUR GOALS