



Front Of House and Events Manager

**Salary: £27,500 – £31,000 depending on experience
30 Hours per week (possibility of extending during the summer)**

The Royal Cornwall Yacht Club is seeking an experienced Front of House Event Manager to join our hospitality team. This person will provide a hands-on professional, friendly and welcoming presence during opening hours, ensuring the highest level of customer service. They will act as Front of House during regular service and co-ordinate with our kitchen and bar staff to book and manage events. This person will have demonstrable communication skills, in particular in social media and will be expected to promote all aspects of the club from encouraging guests to become members to booking new events and promoting the club as an exciting venue.

A flexible approach is essential as is the ability to work the required hours to meet the needs and requirements of our members and visitors this will involve working some evenings and weekends.

The Royal Cornwall Yacht Club (RCYC) is one of the most prestigious clubs in Cornwall. Founded in 1871 it is located within a Grade II listed clubhouse on a 17th century private quayside overlooking Falmouth Harbour and beyond. With about 800 members locally and internationally, the Club runs local, national and international racing, and has an active social side, with public access for bar and catering.

The ideal candidate should:

- Have event management, catering and licensed trade experience;
- Demonstrate proficiency in organising and managing functions;
- Be professional and well-groomed with the ability to remain calm under pressure;
- Have people management skills, the ability to build trust and be able to motivate and empower others, acting as a role model;
- Be able to demonstrate the ability to operate within set financial constraints in order to maximise revenues and profits;
- Have strong communication, interpersonal and organisational skills with a clear eye for and attention to detail;
- Have a demonstrable communications background and be proficient in the use of social media;
- Be flexible, available to supervise all major Club social and sailing events which will entail some evening and weekend working;
- Demonstrate strong leadership qualities and have experience in coaching and delivering training;
- Be IT literate including Microsoft Office and till systems;



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Job Description

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Responsibilities

Front of House

- Provide a strong, welcoming and highly visible presence front of house;
- Act as a communication link between the RCYC Management Committee; catering providers, staff and contractors;
- Ensure all staff are smart, presentable and able to engage well with customers;
- Continuously maintain and improve standards of customer service;

Event Management

- Respond in a timely manner to requests for quotations for Club bookings both internal and external;
- With the Office Manager maintain an up to date diary of events and room bookings;
- Oversee the smooth running of events, managing table-settings, ensuring sufficient trained staff for each occasion;
- Manage the use of IT such as projector, laptop, screen, microphone, music system;
- Introduce new events to the Club;

Communication

- Ensure all visitors are aware of the activities of the RCYC and promote membership;
- Raise awareness of the Club through the use of all relevant media including social media;
- Promote the use of the premises to businesses for conferences, meetings, parties etc;
- Fully understand our membership offering and take every opportunity to convert visitors to membership;

Management

- Monitor bar and kitchen to ensure profitability levels agreed by the RCYC Management committee, produce reports when requested;
- In conjunction with the Bar Supervisor and Chef identify sufficient and appropriate staff and oversee effective rostering;
- Oversee the recruitment of the bar team and ensure they are well trained;
- Ensure staff fully understand their obligations under licensing and health and safety legislation;

Clubhouse and Grounds Responsibilities

- Ensure the clubhouse is clean and appears smart and welcoming at all times, oversee all cleaning and housekeeping;
- Monitor and check fixtures and fittings, including the maintenance and servicing of equipment, report any defects to Rear Commodore- Property;
- Complete and maintain health and safety reviews and records on time;

Staff Benefits

In addition to statutory benefits relating pro rata to 28 days' holiday, sick pay and access to a pension scheme, further benefits include

- Staff discount;
- Share of staff tips;
- Access to the private beach;

Applications

Please send a personal statement outline your suitability for the role and a cv to social@royalcornwallyachtclub.org, closing date is 20th February, interviews will take place the following week.