

The **acc** Liverpool Group

# THE ACC LIVERPOOL GROUP

## Job Description & Role Profile



Operations and FM

# Guest Experience Advisor

**REPORTS TO: Assistant Guest Experience Manager**

**DIRECT REPORTS: NA**

## JOB PURPOSE

To provide all visitors to The ACC Liverpool Group with a warm and friendly welcome, assisting with information about the venue, its events, Business Centre services and to advise on facilities in the local area.

To ensure that all Front of house areas are presented to the highest standard possible and that 5 star customer service is provided at all times.

To co-ordinate the internal meeting booking process and ensure that each meeting is prepared for and delivered to a high standard.

To co-ordinate the exhibitor services online ordering platform ensuring that exhibitors are supported through their booking process and ACC internal teams have received essential event information to support delivery on event days.

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## MAIN DUTIES AND RESPONSIBILITIES

- Perform front of house duties in an efficient, professional and courteous manner to provide a warm and professional welcome to all visitors to The ACC Liverpool Group.
- To prepare for the arrival of all ACC visitors by preparing ACC Accreditation ensuring the safety and security of staff and visitors onsite.

- Work on the Guest Experience and Business Centre desks to assist with any queries from visitors, delegates, exhibitors, clients and internal staff.
- Communicate and liaise effectively both verbally and in writing with all visitors to both The ACC Liverpool Group's Guest Experience Desk and Business Centre to ensure 5\* customer service is provided at all times and to interpret and respond clearly and effectively to requests.
- Actively promote the 'Exhibitor services' to exhibitors and clients. Upselling pre and post event ensuring maximum revenue opportunities are made on event days and facilitating the client and exhibitor invoicing process.
- To ensure that Exhibitor orders are distributed to all relevant ACC staff multiple times ahead of the event to ensure teams have accurate information for event delivery.
- To co-ordinate the internal meeting booking process by using the event booking system to book suitable spaces in a timely manner.
- To ensure that internal meeting spaces are carefully booked into areas that will minimise energy costs and set up costs.
- To ensure that booked meeting rooms are checked, set and delivered to a high standard, daily. Making ACC team aware of any deviations from the meeting room requests and ensuring these are rectified ahead of the meeting.
- To ensure that bespoke internal meeting digital content is created, inputted and scheduled for internal meetings, daily.
- To support the Guest Experience & Hospitality Manager & Assistant Guest Experience Manager by assisting with the operational delivery of both client led hospitality and ACC VIP Hospitality in Arena Club & SodexoLive! Lounge. To occasionally act as the client liaison on event days to ensure smooth operational delivery of hospitality event.
- To conduct weekly venue checks and log any defects and areas of concern to the support services team
- To control the business centre stock and rental items by completing monthly stock checks and to control the costs of this stock by ensuring high mark-up percentages to ensure maximum revenue

- To co-ordinate external public tours by planning, preparing and delivering public tours of the venue as and when required and upselling tour packages and ensuring tours are paid prior to arrival.
- Establish and maintain effective working relationships with co-workers, supervisors and the general public.
- Maintain all front of house areas and internal meeting rooms to ensure they are presented to the highest possible standards.
- To support the ACC Liverpool security team by facilitating accreditation and security checks on small events to allow for cost saving across departmental budgets.
- To compile monthly event listing reports that are distribution to ACC stakeholders to provide them with a list of upcoming events and any key information they should be aware of to aid their business planning.
- To Support the Support Services team with the complimentary car parking process on event days and site visits by facilitating the validation process and keeping an accurate log of validations to ensure the invoice and reconcile process is as accurate as possible.
- Assist with the setting new starters up on the accreditation system.
- Support the Support services team and provide cover where required with job logging and digital signage.
- Establish and maintain strong relationships with existing stock suppliers and source suppliers for ad hoc requests and process orders with the support of the procurement team.
- To ensure that information included in the event schedule that relates to Guest Experience delivery is diarised and delivered in a timely manner.
- Undertake a variety of administrative tasks including invoice processing, working on databases, spreadsheets, filing and photocopying and Log information on calls received to maintain detailed and accurate records.
- Develop excellent knowledge of the surrounding areas and have regular contact with local restaurants to ensure effective relationships are maintained and that an up-to-date Concierge database is maintained to assist clients planning their events.

- Maintain the use and care of equipment and materials for which the role has responsibility to ensure procedures are adhered to.
- Order and maintain relevant stationary supplies to ensure the role can be undertaken effectively.
- To assist the Guest Experience & Hospitality Manager with the complaint handling system, by responding to event enquires and complaints and maximising the use of the platform for complaint handling and reporting.

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## GENERAL

- To contribute to the success of our One Team culture to deliver our aims and objectives, maintaining a flexible and positive attitude.
- To adhere to The ACC Liverpool Group's Health and Safety policies and procedures and to observe a duty of care to all visitors, staff and contractors to ACC Liverpool.
- To undertake any other duty commensurate with this post as determined by your manager.
- This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.
- It is inevitable over time that the emphasis of this job will change, therefore this information will be periodically reviewed, revised and updated involving the post holder.

## ROLE PROFILE

ATTRIBUTES	DESCRIPTION	ESSENTIAL/ DESIRABLE	HOW MEASURED
<b>TRAINING &amp; QUALIFICATIONS</b>	IOSH Working Safely SIA licence	Essential Essential	I
<b>EXPERIENCE</b>	Demonstrable exp of working in aa customer service focused role Demonstrable experience of an event focused environment	Essential Desirable	I and A
<b>SKILLS &amp; KNOWLEDGE</b>	Developed communication skills to deal with challenging customer complaints Developed customer skills Developed problem solving skills for smooth event management Developed ability to prioritise work	Essential Essential Desirable Essential	I and A
<b>KEY ATTRIBUTES</b>	Emotional intelligence, pragmatic, resilience, confidence, good verbal and written communication, conflict resolution	Essential	I and A

**Key for How Measured:**

I - Interview

P - Presentation

A - Application

E - Exercise

T - Test

AC - Assessment Centre

CS - Case Study

Signed by Employee:

Date:

Signed by Line Manager

Date