



# GOODWOOD

## The Role

The **Entertainment & Hospitality Host** will be part of the wider E&H team and will report to the Hotel Front Desk Manager.

## About us

At Goodwood, we celebrate our 300-year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood's success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

## Passionate People

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood. We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the **“world's leading luxury experience.”**

## Our Values

### The Real Thing

Always be inspired by Goodwood's heritage

### Derring Do

Daring to surprise and delight

### Obsession for Perfection

Striving to do things *even* better

### Sheer Love of Life

Sharing our infectious enthusiasm

## Purpose of the role

Responsible for providing excellent customer service and care to our guests throughout their whole journey at the Goodwood Estate. Ensuring both corporate guests and leisure guests have full access to the various business across the Estate and ensuring that their needs and expectations are exceeded.

## Key responsibilities

- Be readily available to drive clients and guests around the Estate.
- Manage own diary effectively to ensure you are here for key business times in order to assist around the E&H businesses.
- Oversee transport arrangements for larger events across the Estate, for example Hotel to Racecourse, liaising with external clients and ensuring transport details are shared with key teams.
- Support Event Planners with their transport requirements across the Estate.

- Ensure the hotel cars are cleaned and fully fuelled ready for use.
- When not required elsewhere on the Estate assist Front Desk with showing guests to their rooms whilst assisting with luggage and labelling and storing items where necessary;
- To have full and thorough knowledge of all Hotel features and the Estate services;
- To step in and assist the Front Desk team ensuring that the department tasks are all completed.
- Be familiar with and promote facilities and attractions at the hotel and the wider Estate.
- As required, to escort clients to meetings and events and handover to the relevant operations team.

<b>Qualities you will possess</b>
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Passion for Hospitality and customer service

- Positive and friendly with a “can do attitude”
- Attention to detail
- Ability to prioritise and organise
- Proactive approach
- Take responsibility for yourself
- Flexible
- Good negotiation and influencing skills
- Excellent communicator
- A sense of fun!
- Strong multi tasker
- Punctual

<b>What do you need to be successful?</b>
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- Previous experience of working in a customer facing role, ideally within the hospitality or leisure industry, would be desirable as would previous experience of supervising a team
- You need to be a people person with excellent customer service skills.
- A good standard of education is required along with fluency in spoken and written English
- You must hold a full, clean driving licence
- Experience of using Microsoft Office, with Outlook.

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

<b>BEHAVIOUR</b>	<b>LEVEL</b>
Think Customer	2
Communication & Trust	2
Taking Personal Responsibility	2
Encouraging Excellence & Commercial Success	2
Working Together	2