

Hospitality Sales Executive

Permanent

Department / Area: Hospitality/Commercial Department
Reports to: Business Development Manager
Location: Utilita Bowl & Hilton Southampton
Utilita Bowl, Botley Road, West End, Southampton,
SO30 3XH

The Role

The Hospitality Sales Executive plays a key role in managing hospitality client relationships and maintaining accurate guest information, while supporting the seamless delivery of memorable matchday experiences across domestic and international cricket. The role is focused on ensuring the highest standards of customer service and client care at every stage of the guest journey

Key Responsibilities

- Develop and maintain strong relationships with existing hospitality clients, while proactively engaging with new guests across both corporate and private bookings to support repeat business and long-term loyalty.
- Build effective working relationships across internal teams and departments, including Chefs, Operations, Catering and Partnerships, to ensure a coordinated and high-quality hospitality offering.
- Proactively confirm guest requirements ahead of their visit, including dietary needs, parking arrangements and any special requests, ensuring a seamless customer journey from booking to matchday.
- Issue all relevant pre-event communications to guests, including menus, tickets and a detailed itinerary, ensuring clarity and confidence ahead of arrival.
- Maintain a high level of accuracy and attention to detail when reviewing booking information, ensuring all data aligns with ticketing systems.
- Welcome and host guests on matchdays, acting as a key point of contact to manage queries and ensure a positive and memorable matchday experience.
- Conduct pre-matchday checks of hospitality areas to ensure all operational and service standards are met ahead of guest arrival.
- Attend matchday briefings and provide clear and accurate information on hospitality usage, timings and guest allocations to support coordinated event delivery.
- Gather and record client feedback following each event, identifying opportunities to enhance the hospitality experience and drive continuous improvement throughout the season.
- Support the ongoing promotion of hospitality offerings by assisting with updates to sales brochures, website content and marketing materials, ensuring the product is presented professionally across all platforms.

Experience and Qualifications

Utilita Bowl

Utilita Bowl, Botley Road, West End, Southampton, Hampshire, SO30 3XH

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Essential:

- Proven experience delivering high-quality customer service, with a strong focus on creating positive client experiences.
- Previous B2B sales experience, with the ability to build relationships and identify opportunities to support commercial growth.
- Strong interpersonal and communication skills, with the ability to build and maintain positive relationships with clients, colleagues and external partners.
- Ability to work and communicate effectively across multiple teams and departments to support the successful delivery of events and hospitality services.
- Self-motivated and proactive, with a hands-on approach to problem-solving and the ability to perform effectively in a fast-paced environment.
- High attention to detail, with a commitment to maintaining operational standards and presentation across hospitality areas and the wider venue.
- Demonstrated ability to work collaboratively as part of a wider team, including operations and hospitality colleagues.
- Proficient in Microsoft Office applications, particularly Excel, with confidence in producing pre-event documentation, reports and operational plans.
- Willingness to work flexible hours, including evenings, weekends and event days, as required within a sporting and events environment.
- Full driving licence and willingness to travel occasionally across Hampshire for meetings, networking events and client engagement.

Desirable / Preferable:

- Experience using Secutix or other ticketing systems
- Previous data handling
- B2B Sales experience, specifically in the Hampshire or Solent region
- Events, or Hospitality sales/delivery
- An interest in Cricket

Considerations

All applicants must provide evidence to demonstrate that they have the Right to Work in the UK. Utilita Bowl is an equal opportunities employer. We are committed to employment practices and behaviours that encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.

We ensure that we have a range of policies and procedures in place which promote safeguarding and safer working practice across our organisation.