

Hospitality & Logistics Assistant *at Arup, Dublin*

WE BELIEVE IN

Serving simple food, exceptionally well.
Creating amazing dining experiences and environments that refresh, energise, and inspire.
Investing in our greatest asset – our people

OUR VALUES

Today our vision remains much as it has always been - we want to set the definitive standard for workplace dining.

OUR PEOPLE WORK WITH:

A positive “can do” attitude - we’re always willing to go the extra mile and offer 100%.
Commitment to our customers, clients and colleagues.
Absolute pride in the quality of our food, service and presentation.
An engaging sense of humour - having fun at work

JOB PURPOSE

As Hospitality and Logistics Assistant at Arup Dublin, you will be responsible for delivering a 5-star experience throughout the whole building, including meeting rooms, premium spaces and onsite café. You will oversee the seamless execution of high-level corporate catering, ensuring all meetings, events, and engagement sessions reflect Arup’s world-renowned brand excellence. You will work alongside the catering team to ensure delivery of excellence in all areas of service.

KEY DELIVERABLES

Vision for the first 6 – 12 months

- Establish and maintain exceptional service standards for meeting room set up and hospitality.
- Develop efficient workflows to ensure flawless execution of all boardroom hospitality, events and VIP meetings.
- Strengthen relationships with executive teams, PAs, and key stakeholders to anticipate needs and exceed expectations. Build a long-term relationship with client and stake holders.
- Ensure all requests are executed with the level of expertise that is expected.
- Work with catering manager to implement and refine guest experience protocols, ensuring premium service, presentation, and discretion.
- Drive operational excellence, focusing on attention to detail, timing, and overall guest satisfaction.
- Maintain standards, company policies and procedures.
- Support the General Manager in the development of business strategy in line with client needs.

JOB RESPONSIBILITIES

- Oversee the daily operations of the hospitality, including the set up of meeting rooms
- To be customer focused at all times, approachable and quick to exceed expectations in fulfilling customer needs, engage with key stake holders
- Liaise with senior executives, PA teams, and key stakeholders to customise service offerings.
- Coordinate event logistics, ensuring boardroom setups, dining experiences, and catering are executed flawlessly.
- Uphold impeccable service etiquette, ensuring a professional and discreet experience for VIP guests.
- Work closely with chefs and catering teams to deliver menus that align with Arup’s high standards.
- Monitor and manage service quality, responding swiftly to feedback and continuously refining processes.
- Ensure compliance with health, safety, and food hygiene regulations.
- Maintain high levels of discretion and confidentiality when dealing with senior leadership and high-profile guests.
- Regularly monitor customer feedback and ensure all issues are dealt with satisfactorily and shared via agreed feedback process.
- Evaluate ideas for additional scope of work and additional services and recommend to the General Manager as appropriate.
- Deliver and promote Continuous Improvement and best practice
- To ensure \Food safety, health and safety, allergen and calorie information is given number one priority by delivering all compliance activities on time and via agreed methods