

# Hospitality and Guest Services Coordinator

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### Organization

The Stephen & Laurel Brown Foundation (Upper House) curates experiences of Christian thinking, being, and doing for personal transformation and for the life of the world.

Based in University Square in the heart of the University of Wisconsin-Madison campus, Upper House provides multi-experiential space and programming expertise, where people, faith, values, ideas, and the arts come together in a dynamic environment that fosters spiritual, intellectual, and cultural formation.

In carrying out its mission, the Stephen & Laurel Brown Foundation works in partnership with community leaders, nonprofit organizations, student-based ministries, and churches, along with university departments, centers, and institutes.

The Foundation also serves the larger Madison faith-based community by offering its retreat center—Dottie’s Ranch—located approximately 15 miles outside of Madison for reflection, team building, and leadership development purposes.

### Preamble to the Position

Hospitality undergirds the entire ministry of the Foundation and is manifested in three primary ways: (1) through excellence of care of its three physical properties—Upper House, Dottie’s Ranch, and Lucky Apartment 1405; (2) through creating and stewarding spiritual atmospheres of faith, hope, and love (1 Cor. 13:13) in each of these places; and (3) through every human interaction—with vendors, board members, and everyone “in-between”—from entrance to exit, from meetings to programs, from first interaction to enduring friendship. The Hospitality and Guest Services Coordinator position is essential for embodying and demonstrating this ethos of ministry welcome for the entire Foundation.

### Position

The Hospitality and Guest Services Coordinator is a full-time position that reports to the Director of Program Curation and Community Impact and is responsible to the following broad areas of the Foundation’s work: (1) coordinate all processes and procedures for guest services and engagement for the Foundation’s three properties, Upper House, Dottie’s Ranch, and Lucky Apartment 1405; and (2) facilitate all hospitality arrangements, including culinary curation, speaker accommodations, and volunteer coordination for Foundation programs and other ministry gatherings.

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### Responsibilities

More specifically, the Hospitality and Guest Services Coordinator will work alongside Foundation staff with the following responsibilities:

#### Guest Services Coordination (50%)

Coordinate all processes for creating welcoming, positive, and mission-centered first impressions for guests of Upper House, Dottie's Ranch, and Lucky Apartment 1405, as follows:

#### **Upper House**

- Oversee the guest experience for Upper House, which includes leading facility training and providing event planning support for large-scale reservations (catering restaurants, space and tech set-up, parking suggestions, etc.).
- Prepare a welcoming experience for all reservation guests, including room setup and design, technology amenities, other supplies, and specific welcome signage.
- Lead impromptu and scheduled tours of Upper House.
- Manage the Upper House Skedda and Info calendars by implementing reservation priorities (Upper House Decision Tree) that honor foundation programs and meetings, ministries in residence (Blackhawk and International Friendship Center), and recurring groups.
- Oversee front desk staffing and maintain up-to-date front desk materials.
- Develop systems and processes to ensure all classrooms and shared spaces are clean, orderly, stocked with supplies, and ready for daily guest use, relaying any maintenance needs to the Administration Office, and external cleaning feedback to the Hospitality and Student Enrichment Manager.
- Extend hospitality by providing a clean physical space. Including regularly surveying the space for cleanliness, communicating cleaning requests and schedules with Janitorial vendor and Intern Team, and requesting inventory orders as mentioned by cleaning team.
- Oversee stock and storage of hospitality supplies and event décor and coordinate with the Administration Office for routine and special ordering.
- Establish and oversee deep cleaning and organization routines for the commercial and staff kitchen spaces, including user checklists.
- Partner with the Hospitality and Student Enrichment Manager to train interns how to host the Upper House space and implement professional development curriculum with Hospitality Intern(s).

#### **Dottie's Ranch**

- Oversee the guest experience of Dottie's Ranch, including scheduling and leading facility use trainings.
- Maintain Dottie's Ranch instruction materials and manage stock and reordering of facility supplies with the Administration Office.
- Ensure Dottie's Ranch is clean and tidy for all guest reservations, including on-site walk-throughs prior to guest arrival, and relay any cleaning and maintenance needs to the Administration Office.

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- Provide on-call support for guests of Dottie's Ranch during their stays.

### **Lucky Apartment 1405**

- Oversee the guest experience for Lucky Apartment 1405, including scheduling and leading space orientations.
- Maintain Apartment instruction materials and manage stock and reordering of facility supplies with the Administration Office.
- Ensure Lucky Apartment 1405 is clean and tidy for all guest reservations and relay any cleaning and maintenance needs to Lucky management or the Administration Office.
- Provide on-call support for guests of Lucky Apartment 1405 during their stays.

### Hospitality Coordination (45%)

#### **Culinary Curation and Event Planning for Programs and Other Ministry Gatherings**

- Consult with program curators for gathering elements that directly support the program objective(s) including, but not limited to purpose, event capacity, room design, methods of audience engagement, supporting materials, follow-up communications, etc.
- Coordinate all culinary needs of Foundation programs and other ministry gatherings in partnership with core vendors.
- Ensure excellence in all food and beverage service and presentation carried out on behalf of the Foundation, including adherence to food safety best practices in accordance with ServeSafe Food Handler standards.
- As part of the Hospitality Team, support the Hospitality & Student Enrichment Manager in designing space formats for programs which best support the purpose of the event, including its learning and engagement objectives.
- Coordinate the orders, delivery/return, and setup of all rental furniture and event décor according to specific program needs.
- Provide oversight and mentorship for in-residence student-run coffee provider, **A Just Brew**, including all training, scheduling, communication, and feedback.
- Support the Executive Team with scheduling, meal ordering, gifts, and activity design and recommendations for internal gatherings such as staff retreats, board meetings, staff birthdays, and holiday celebrations.

#### **Travel and Accommodations for Program Speakers and Special Guests**

- Coordinate travel arrangements with program speakers/special guests, considering guest needs and budgetary constraints.
- Arrange all lodging accommodations for program speakers through Dottie's Ranch, Lucky Apartment 1405, and/or other nearby hotels, as needed.
- Develop an itinerary for all program speakers/special guests, featuring travel and lodging, contact information and directions, and programmatic schedule.
- Cultivate new and existing relationships with area hotel managers, cab companies, and/or other Madison-based travel resources to best serve program speakers/special guests.

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- Facilitate any other special arrangements needed for program speakers/guests, including meetings with Foundation staff or relevant community members, specific dietary needs, gifts, etc.

### **Administration**

- In partnership with the Director of Administration and Director of Program Curation, monitor annual hospitality budget expenses, including food/beverage, décor/supplies, and speaker travel.
- Utilize project management software (Asana) for effective coordination with teammates and oversight of hospitality project processes.

### Personal Growth and Renewal (5%)

- Commit time to personal renewal by exercising spiritual disciplines.
- Under the direction of supervisor, attend educational and ministry-related conferences that offer personal renewal and growth opportunities.

### **Qualifications**

Other important qualifications include:

- Commitment to the Lordship of Christ and a high level of spiritual maturity.
- High value for hospitality (e.g., priority of the guest, welcoming disposition, warmth, honor, etc.).
- Demonstrated high-level skills in operations, guest services, hospitality management, and event planning.
- Excellent interpersonal, organizational, and leadership skills with a demonstrated ability to manage multiple projects with flexible schedules.
- Ability to coach and develop volunteers and student interns.
- Strong writing/editing and verbal communication skills.
- High energy, maturity, and leadership with the ability to serve as a unifying force in building a healthy organizational culture.
- Ability to self-initiate, self-monitor, and work effectively in a dynamic setting.
- Willingness and desire to serve in an academic and professional context.
- Sincere commitment to work collaboratively with diverse stakeholder groups.