

INDIVIDUAL PRESENTATION

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- INDIVIDUAL PRESENTATION

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INTRODUCTION

- **Lords Cricket Ground is a London based company where cricket matches and cooperate events take place. It is often called “The Home of Cricket” currently located in St johns wood London and is owned by Marylebone Cricket Club (MCC), the ground was opened in 1814, making it over two centuries old.**
- **Facts about Lords:**
- Capacity: approximately 31,000 members/guests
- Established 1814
- **The ground has a notable slope**
- **The Home of Cricket has its Famous Landmarks such as:**
- **The pavilion: iconic victorian structure where players walk out through the long room.**
- **The Long Room: A historic room players must pass through, lined with cricket arts and MCC members.**
- **Lords Media Centre A press building known for the best Architecure.**
- **The Lords Museum: Houses Cricket E.g The Ashes.**

Recruitment Process

- **Job analysis**

- Job title: Event Coordinator.
- Department: Event& Hospitality/ Venue operator.
- Job purpose: To plan, coordinate and oversee events at Lords, ensuring they run smoothly, safely and professionally. This includes managing cricket-related events corporate functions, confrence, tours, fun experience and VIP hospitality.

- **Job Description**

- **Qualification**

- **Bachelor degree in Event Management, Hospitality, Sport Management, or something similar.**

- **Professional Certification:**

- **Level 2/3 Event Safety.**

- **First Aid health & safety certificates.**

- **Person Specification**

- **Job description**

- **Qualification**

- **Bachelor degree in Event Management, Hospitality,Sport Management, or something similar.**

- **Professional Certification:**

- **Level 2/3 Event Safety.**

- **First Aid health & safety certificates.**

Person specification

- Criteria
 - Qualifications & Education
 - Experience
 - Knowledge
 - Skills & Abilities
- Essential Requirement
 - Degree or diploma in Event Management, hospitality, business or related field.
 - Minimum 1-2 years experience in event coordination, venue operations, or hospitality.
 - Understanding of event planning process, health & safety and risk management.
 - Strong organizational and time management skills, Excellent verbal and written communication.

Types of interview for team member

- **Structured interview (Formal/ Competency- Based interview)**

- Description
- A structured interview uses a set list of questions asked to every candidate in the same order. The goal is to assess each candidate fairly and consistently.
- The purpose is to evaluate whether the candidate skills, experience and behaviours match the key requirement for the role.

- Example Questions

- Tell me about a time you manages multiple tasks under pressure.
- What steps do you take to ensure safety and professionalism at an event.

- **Advantages**

- Fair and consistent for all candidates.
- Easier to compare performance.
- Focuses on skills that predict job success.

- **Disadvantages**

- May feel formal or unfair
- Limits opportunity to explore new candidate qualities.

Cont'd

- **Group Interview (Panel or Team Activity Interview)**

- Description
- A group interview involves multiple candidates being assessed at the same time, often through discussion tasks, role plays, or team challenges.
- A panel of interview at lords (e.g HR manager, event supervisor, MCC representatives).
- The purpose of this interview is to assess teamwork, communication, leadership and interpersonal skills, which is very essential in hospitality roles.

- Example Activities

- Candidates plan a small event or respond to a scenario
- Group discussion on how to improve customer experience on match days.

- **Advantages**

- Shows how candidates interact in a real team setting.
- Reveals leadership, cooperation and problem- solving skills.
- Saves times for employers.

- **Disadvantages**

- Harder to assess individuals accurately in a large group
- Some candidates may dominate while others stay quiet.

Cont'd

- **Situational or Scenario- Based Interview**

- Description
- A situational interview asks candidates to respond to work based situations relevant to the job.
- It tests their decision-making, problem-solving and judgement.
- To understand how a candidate might behave in future job scenarios at Lords during matches, hospitality events or emergencies

- Example Questions

- If a VIP guest arrived late and their reserves area was occupied, how will you handle it?
- What would you do if two departments disagreed about an event setup?

- **Advantages**

- Engages candidates with realistic situations.
- Helps predict how an individual will perform in the job.

- **Disadvantages**

- Some candidates may overthink or script their answers

Probing, Leading and Socratics

TECHNIQUES	JUSTIFICATION FOR A CHSNGE ROLE AT LORDS	PRIMARY BENEFITS
SOCRATIC	Crucial for testing critical thinking and adaptability by forcing the candidate to analyse and defend their complex ideas related to the transformation.	Assesses Judgment and Innovation
PROBING	Essential for deep-diving into past behaviour to verify the candidates detail orientation in high pressure situations.	Assess Competence and Experience
LEADING	Should be avoided as it compromises the integrity of the selection process by introducing interviewer true beliefs and independent thought.	Avoided for core competency assessment

Face to Face and Online Interview

	FACE TO FACE	ONLINE
WHY USE IT?	To check the candidate's real-life presence and fit with Lord's culture.	To be fast and reach more skilled people (wider pool).
BEST FOR?	Final Hiring stage	First Screening stage.
Good Point	See body language and personal style well (key for client service)	It is easy to set up
Bad Point	Takes more time and cost more money	Hard to judge and technical issue may happen
What it tests	Soft skills and cultural fit with a grand venue	Digital skills and basic experience for a changing role

Conclusion

- To conclude, the recruitment and selection process for a Team Member or Event Coordinator at Lord's Cricket Ground must be thorough, structured and reflective of the organisation high standards. The job analysis served as a foundation by identifying the core duties, required competencies, and working environment of the role. This information informed the person specification, which outlined the essential qualifications, experience and personal attributes needed for success in such setting.

Refrencing

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