



# Ema Gombos

Client Services Manager

📍 London, UK

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## Languages

English (Work Proficiency)

Romanian (Native)

## About

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I am driven with ambition, commitment, and a desire to achieve in all I undertake. I take immense pride in what I deliver for my company, my clients, and the customer. I have worked in high-profile, prestigious and busy environments and thrive on the challenges presented to me.

### BRANDS WORKED WITH

Interserve

Morgan Stanley

Morgan Stanley / E14 4qa

the Oriental Club

## Experience

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### ● Client Service Manager

Morgan Stanley / E14 4qa | May 2021 - Now

Responsible for day-to-day management of the client service team. Account management, holiday management, financials such as cost allocations, payroll, all on-site HR aspects, and development of the service delivery.

- Producing monthly and annually report to the client across all service areas.
- Ensuring, at all times that the service levels are maintain in line with the client requirements, dealing promptly and effectively with customer requirements and feedback.
- Build the team structure around the growing business to ensure team & individual KPIs are met, and client satisfaction remains high.
- Leading and managing a team of 30 employees across 3 sites (London & Glasgow) – Events Managers, Central Reservations, Receptionists, FOH & Community Managers.
- Regular reviewing to maintain operational procedures and ensuring the teams are working as efficient as possible.
- Recognising talent, developing, motivating, and coaching team members.
- Onboarding all new starters e.g. from security vetting, site visits and introduction to delivering Company's H&S standards.
- Making strategic decision based upon information available, presenting recommendation and deal with any challenges. Benchmarking and presenting innovation ideas.
- Ensure budgets are closely managed and each innovation suggestion or project is delivered within the time frame.
- Establishing effective service management system with measures and SLAs.
- Working and developing synergy with regional and country operational teams to ensure alignment with global and regional business.
- Ensuring close cooperation with regional and country teams to minimize risks whilst supporting the development of strong local relationships with the Morgan Stanley stakeholders.
- Design, document and communicate best practices across the Morgan Stanley community in close collaboration with the Lead for North America & APAC.
- Recommending and implementing cost reductions and/or service enhancements, ensuring efficient and economic use of resources in accordance with good practice and client requirements.
- Up to date with all relevant legal requirements, industry guidelines to good working practices, Government Codes of Practice, risk management strategies and company compliance.
- Conducting facility checks in all areas managed by the team (and not only) and liaised with all vendors to ensure high standards of the facility are being met.
- Working closely with the Integrated Facility Manager to ensure a smooth and quick response to all tickets raised from the facility & H&S perspective.
- Build a good understanding of the facilities capabilities, enhance services and work closely with engineering team to enhance the services. One Stop Shop approach.
- Building and maintain strong relationships with the client, stakeholders, and contingency workers.



## ● London Conference Centre Manager

Morgan Stanley | May 2019 - May 2021

Responsible for the day to day running of all aspects of the Conference Centre Venue and Support Services for 25 Cabot Square with 9 direct reports.

- Full ownership in leading the Front of House Functions on a prestigious client portfolio London and Glasgow.
- Responsible for the Health and Safety, Fire Safety, Team Training and working within the approved budget.
- Responsible to drive the processes within the Conference Centre and to deliver customer service excellence including adherence to key elements of customer service in line with the client values and requirements.
- Complete regular performance and development reviews facilitate monthly 1-2-1 with all team members.
- Strategic thinking to ensure all planning, rota, employee's patterns are effectively organised.
- Strong understanding of both Rapport and Morgan Stanley values.
- Increasing the utilisation of the LCC by identifying gaps and submitting innovation ideas.
- Manage deadlines and achieve required results by the client effectively.
- Resolve complaints and handle overflow for operational integrity.
- Undertake projects for the client to ensure compliance e.g., BCP at HDC, RTW Client Presentations
- Help improve services by always looking at smarter ways of working, challenging current ways of thinking staying ahead of the competition.
- Schedule monthly meetings with Business Units, Floor Coordinators, PA, Marketing and Events to help maintain and improve working relationships.
- Responsible for achieving budget and ensuring accurate monthly reporting of results, reporting directly to the CSM.
- Conducting facility maintenance floor walks to ensure compliance and meet the client standards.
- Working closely with the onsite caterers for service excellence.
- Work closely with the internal design team to create LCC internal Jive page and constantly update the information, bring innovation ideas and interesting content to attract viewers to help increase utilisation of the space.
- Keeping the LCC Manager SOP updated alongside all the areas SOPs.



## ● Hospitality and Events Manager

Interserve | Jun 2016 - May 2019

Foreign and Commonwealth Office, King Charles Street June 2016 – May 2019

- Deputise for Group Manager when they are off site or absence.
- Line management responsibility to the onsite hospitality team.
- Manage Contractors, Suppliers and Agency Staff.
- Implement marketing strategies designed to achieve budgeted targets, introduce cost savings ideas.
- Responsible for the co-ordination and smooth running of events, liaising with all staff, delivering and achieving their requirements.
- Responsible for weekly reconciliation and internal invoicing of all functions, working closely with the finance administration so that all functions / events are invoiced correctly and efficiently.
- Follow up all customer inquiries in relation to new function bookings, tours of the venue, conduct meetings and relay all relevant function information to corporate groups.
- Liaising with the Head Chef regarding menus and function packages. Update the Chef on a weekly basis on all upcoming function and events, dietary requirements, and any special requests.
- Ensure staff are compliant and receive any necessary training.
- Ensure excellent customer service and satisfaction.
- Comply and understand security restrictions at site.
- Conduct weekly meetings with the Group Manager in relation to upcoming events, bench marketing.
- Provide monthly reports to Group Manager, regarding budgets, performance and forecasting.
- Interim Catering Manager between Jan 2020 – May 2020, I was responsible for all support services areas within the business and reporting directly to the Group Manager.

- **Assistant Private Dining and Events Manager**

the Oriental Club | Jun 2014 - Jun 2016

Managing the department in the absence of the Private Dining Manager

- Supervision of Agency Staff
- Coordinating and successfully delivering all events; weddings, corporate and conferences, AGM, breakfasts, lunches and dinner, canapés receptions, meetings, various themed events.
- Identifying new business.
- Conducting show-rounds and discuss venue facilities. Working close with the Event Coordinator, advising and meeting clients
- Managing all the incoming enquiries in a timely manner.
- Ensure all the hospitality details are discussed with the F&B and Kitchen departments.
- Stock control and consumption reporting.
- Liaising and communicating with all the departments on a day-to-day basis.

- **Private Dining Supervisor**

the Oriental Club | May 2013 - Jun 2014

Assisting the Private Dining Manager, organising and coordinating events, supervising room set ups.

- Supervising floor staff; waiters and bar staff.
- Admin Tasks; Invoicing

- **F & B Assistant**

the Oriental Club | Sep 2012 - May 2013

Setting up rooms for events; conference and dining rooms.

- Looking after members and their guests during private breakfasts, lunches, dinners, meetings, conference, canapés parties.
- Silver service trained.