



Royal Albert Hall

Hospitality Sales and Operations Executive

CASE STUDY

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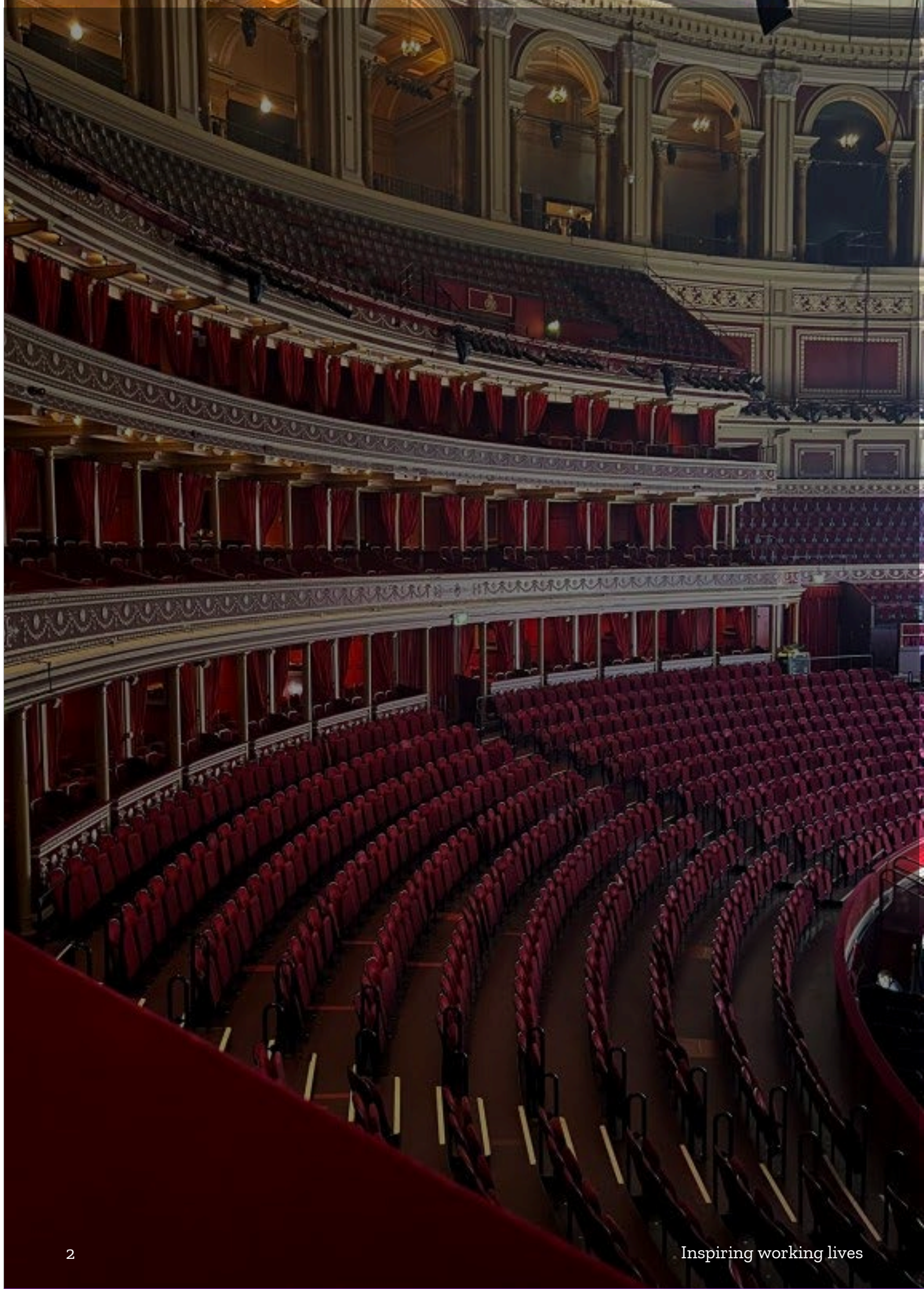
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Background

Royal Albert Hall approached Morgan Hunt to support the recruitment of a Hospitality Sales and Operations Executive after the previous postholder, originally placed by Morgan Hunt five years earlier, moved on from the organisation.

As one of London's most iconic venues, hosting hundreds of events each year across hospitality and live entertainment, the role was key to supporting the smooth delivery of hospitality operations and customer experience.



"Our ambition is to have diversity running through everything we do, bringing new and varied people to the Hall."



Challenges

The Royal Albert Hall required support in recruiting a Hospitality Sales and Operations Executive within a competitive, high-volume market. Delays in the hiring process and large numbers of direct applications created additional pressure on candidate management and engagement throughout the campaign.

Key challenges included:

- Completion of framework sign-up requirements added an additional administrative step before recruitment activity could fully progress
- Delays and changing timelines within the hiring process impacted candidate engagement, resulting in some withdrawals
- The organisation's own website generated a high volume of direct applicants, increasing competition for attention
- Competitive market conditions created a large applicant pool requiring careful filtering and shortlisting
- Need to maintain a strong candidate experience throughout a lengthy recruitment process
- Requirement for high-quality candidates who matched both the operational and hospitality aspects of the role



Actions

We worked closely with the Royal Albert Hall to manage the recruitment process end-to-end, maintaining candidate engagement and delivering a high-quality shortlist within a competitive market.

Our approach included: →



1.

Collaborated on a targeted advertising campaign to attract suitable hospitality candidates directly through Morgan Hunt channels

2.

Developed a structured recruitment strategy to maintain a consistent pipeline of quality applicants

3.

Conducted detailed screening and shortlisting against the role requirements

4.

Delivered 5 first-stage interviews, progressing the strongest candidates to 3 second-stage interviews

5.

Maintained regular communication with candidates and stakeholders throughout the process to ensure engagement and transparency

6.

Managed the recruitment lifecycle through to offer, onboarding, and candidate start date

Results

Morgan Hunt successfully delivered a strong shortlist and secured a high-quality appointment, reducing recruitment pressure on the Royal Albert Hall and ensuring a smooth hiring process from attraction through to onboarding.



Every candidate submitted progressed to interview stage, demonstrating the quality of the shortlist

Reduced the organisation's internal recruitment workload through effective sourcing and candidate management

Successfully filled the role with a high-quality candidate well suited to the position

Delivered the full recruitment process from January brief to April start date

Received excellent client feedback on communication, candidate quality, and overall service delivery



Testimonials

I was delighted with the work that Morgan Hunt, in particular Gayleen Yianni, did for us in helping us to recruit into a role. From pulling together a strong shortlist to assisting with all the interview logistics and providing regular check-ins ahead of the placed candidates start date, she worked closely with us to understand our requirements and delivered for us quickly and efficiently. I would have no hesitation in recommending her services.

Craig Puncher

Senior People Partner at Royal Albert Hall

I used Morgan Hunt to recruit for a position in my team. They were efficient, reliable and put forward candidates of an exact match to what we were looking for. We hired someone from their selection who recently started with us and seems like a perfect fit. Thank you for your services.

Catrin Hunter

Hospitality manager

