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| **Job Description**Match Day Host | wru2wru2wru2  |

|  **JOB DESCRIPTION** |
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| **Job Title** | Match Day Host |
| **Base Location** | Swansea  |
| **Hours of work** | **Reception:** 2.5 hours before kick off and 15 minutes after kick off - total of 4.75 hours**Lounge Host:** 2.5 hours before kick off and one hour after final whistle – total of 5.5 hours**Other Events:** as required |
| **Responsible to** | Hospitality and Events Manager |
| **Contractual Status** | Casual Worker |
| **Role Summary**  | To provide excellent customer service and meeting the needs of guests on match days either welcoming and guests on reception or hosting in the hospitality lounges |
| **Key Relationships** | * Hospitality and Events Manager
* Hospitality guests
* Stadium catering staff
* Commercial Director
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| **Key Responsibilities, Tasks and Activities** | **Reception*** Familiarise self with the names of the guests attending the event and which lounge they are in
* Welcome guest and put relevant wristband on the guest according to the lounge they are in
* Direct guests to the appropriate floor for their lounge
* Distribute any ticket collections on the day

**Lounge Host – Exec Lounge/Nest*** Familiarise self with the names of the guests attending the lounge
* Welcome guests into the lounge and check wristband
* Direct and escort guests to the appropriate table in the lounge
* Be a point of contact for the guests and answer any questions/manage queries, liasing with stadium staff or escalating to Hospitality and Events Manager as appropriate

**Lounge Host – Family and Friends Lounge*** Welcome guests into the lounge and check wristband
* Inform guests that it is free seating so they can sit wherever they like
* Be a point of contact for the guests and answer any questions/manage queries, liasing with stadium staff or escalating to Hospitality and Events Manager as appropriate
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| **PERSON SPECIFICATION** |  |
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| **Experience**  | * Working in a customer facing role providing high quality and professional customer service
* Working to deadlines
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| **Skills & Qualifications** | * Excellent communication skills
* Confident and professional
* Commercial focus
* Organisation, planning and attention to detail
* Problem solving
* Strong self-awareness and the ability to operate with discretion in a professional sports environment
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