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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 |
| **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 |

| **PERSON SPECIFICATION** |  |
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| **Experience** | * Working in a customer facing role providing high quality and professional customer service * Working to deadlines |
| **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 |