

**JOB TITLE**

Matchday Hospitality Host

**DEPARTMENT**

Hospitality

**RESPONSIBLE TO**

Senior Hospitality Coordinator

**RESPONSIBLE FOR**

This role has no direct reports

**JOB SUMMARY**

To act as the face of the Club within your allocated area, creating a seamless link between the Hospitality Department, our Catering Partners and Matchday Guests, to ensure that guests receive the highest possible standards of service and have an exceptional hospitality experience.

**ROLE RESPONSIBILITIES**

- Attend pre-match Hospitality and Catering briefings, build good working inter departmental relationships by sharing useful or important information;
- Familiarise yourself within your designated suite (or area), checking the suite and other guests facilities meet required standards and ensuring corporate gifts and programmes are set out as per the guests chosen package;
- Welcome each guest in to the suite with a genuine smile, building relationships by using eye contact, getting to know your customer using an appropriate greeting and escort them to their assigned dining area;
- Present the menu and outline the format of the day, fully explain the guests package to ensure the guest has a full understanding of the day;
- Ensure each table knows their designated catering staff member to ensure a smooth hand over to start their food and drinks service;
- Continuously manage the flow of guests in to the suite ensuring all guests catering needs are being met and all guests are happy;
- Be particularly attentive to new guests to ensure they are comfortable in their surroundings whilst being observant towards and engaging with all guests at all times to ensure the highest levels of service throughout the day;
- Try to resolve any issues as they arise to ensure the guest matchday experience is not effected, raising to the next level and / or appropriate departments as required;
- Complete checklists and feedback forms in full, highlighting any issues or points raised during briefings;
- Protect the guests and Club by adhering to relevant hygiene, safety and alcohol control policies and procedures;
- Report any faults with facilities and any catering issues without delay;
- Any other reasonable duties.



**ROLE REQUIREMENTS**

- Perform duties with due regard to club policies and procedures and legislative requirements at all times;
- Ensure implementation of the clubs health & safety, safeguarding, welfare and equality policies to create a safe working environment for all;
- Ensure working practices are compliant with relevant legislation and data protection legislation and/or general data protection regulations (GDPR) requirements;
- Undertake continuous professional development (CPD) training and/or additional training as identified or as required;

**QUALIFICATIONS & TRAINING**

**ESSENTIAL**

- N/A (in-house training provided).

**DESIRABLE**

- Qualification in customer service;
- Front of house restaurant training.

**KNOWLEDGE, SKILLS, EXPERIENCE & OTHER REQUIRED**

**ESSENTIAL**

- Previous customer service experience;
- Excellent verbal communication skills;
- Excellent non-verbal communication skills (ability to read the customer / a situation);
- Maintain excellent standards by having attention to details and being attentive and observant at all times;
- Desire to work and excel as part of a team;
- Ability to troubleshoot;
- Ability to remain focused and positive in a fast paced environment;
- Be immaculately presented and well-mannered at all times;
- Have good planning and organisation skills.

**DESIRABLE**

- Previous experience working in a customer facing role within a similar industry and environment;
- Complaint handling experience;
- Restaurant experience, knowledge of high quality food, reading and understanding menus;
- Able to work all home matchdays to include evenings and weekends throughout the season;
- Understanding of league safeguarding/inclusion standards.

**CRIMINAL RECORD CHECK REQUIREMENT**

This role does not require a criminal records check (CRC).

Where a role requires a CRC this must be obtained by the Club.



## GENERAL STATEMENT

All employees of the Club must at all times carry out their responsibilities with due regards to all policies and procedures and in particular health and safety, confidentiality and data protection.

## SAFEGUARDING & WELFARE STATEMENT

The Club is committed to the safeguarding and welfare of all children, young people and adults at risk of harm and requires all staff, volunteers and others associated with the Club to share and endorse this commitment.

If a role requires a CRC at Standard or Enhanced level (which may include checks against the Barred List), it is exempt from the Rehabilitation of Offenders Act (1974). Therefore all convictions, including all spent convictions that may not been subject to filtering by the disclosure should be declared on the documents provided as part of the recruitment process.

## EQUALITY, DIVERSITY & INCLUSION STATEMENT

The Club is committed to equality, diversity and inclusion, encapsulated by the Club's brand United As One, and believes in equal opportunities for all. We require all staff, volunteers and others associated with the Club to share and endorse this commitment.

You are required to ensure a positive attitude towards equality, diversity and inclusion at all times. You must ensure that you treat others fairly and with respect. Your behaviour must align to the principles of equality as outlined in the Clubs equality policy. You must not commit any form of direct or indirect discrimination, victimisation or harassment of any description and must promote positive working relationships between all internal and external stakeholders.