



JOB DESCRIPTION

POSITION TITLE:	Premium Host
RATE OF PAY:	£13.15 an hour
REPORTS TO:	Account Manager/Event Hospitality Manager

Working primarily on Suite levels as a Suite Host, the main focus of your role will be to provide a safe, enjoyable environment whilst delivering the highest level of Hospitality to our Premium clients attending events taking place during evenings and weekends throughout the year. On completion of working on the suite levels, you will also be working in other Premium Areas around the venue including The Amex Lounge, Club 101 and The 93rd by Qatar Airways.

KEY ACCOUNTABILITIES:

1. Providing the warmest welcome and highest level of Hospitality and customer care to our Premium guests throughout our events.
2. Assisting with the smooth running of the event operation with particular focus on the safety and well-being of all guests
3. Liaise with guests including Founding Partners, Suite Holders, Seats Members, Club 101 Members and members of The 93rd by Qatar Airways.
4. Ensure that client expectations are met and, where possible, exceeded.
5. Being the first point of contact to deal with any access related problems or customer complaints.
6. The safe evacuation of guests in their area in an emergency situation.
7. To attend pre-event briefings with the Event Hospitality Manager and keep accurate notes for post-event reporting.

MAIN ACTIVITIES:

- To ensure you are familiar with the layout of the facility / venue and the available facilities in order to deliver and assist clients with relevant information
- To ensure that assigned areas are ready for guest arrival under the guidance of the Event Hospitality Manager
- To work closely with the wider team via a radio and be attentive to all radio calls.
- To appropriately handle on the day requests, issues or requirements from guests
- Dealing with guest complaints and resolving issues efficiently in a professional manner, escalating issues where necessary to Event Hospitality Manager.
- Communicating all relevant event information timely and accurately via radio (where applicable)
- Liaising closely with the Premium Seating Team & Event Hospitality Managers and other Managers and staff to ensure smooth, effective, enjoyable and safe events
- To ensure any guest feedback is communicated speedily and accurately in a way that ensures that the information is received and easily understood
- Work with the wider venue team to ensure the safety of guests during events and work closely with our catering team to provide and promote the highest level of customer service

KEY SKILLS:

Essential

- Previous experience in a customer facing or hospitality role
- Professional, warm and friendly nature with a genuine desire to work with the public
- Reliable, flexible and calm under pressure
- Ability to deliver 'first class service' to all suite holders and Premium guests

Communication

- Listens to other's point of view with an open mind
- Communicates clearly and effectively

Organisational

- Able to plan and prioritise their daily tasks to gain maximum efficiency and productivity
- Holds themselves accountable when completing tasks

Critical thinking

- Is able to solve problems independently, demonstrating resourcefulness.

Collaboration

- Collaborates with team members to achieve results
- Values everyone's point of view and treats everyone with respect.

Agility

- Able to show flexibility when dealing with uncertain and changing situations
- Demonstrates self-awareness, initiative and self-management.

Curiosity

- Strives to be an expert in their role and is open to continuously learning new things

Desirable

- Experience of working in entertainment venues, live hospitality environment
- SIA license but not essential.