**JOB DESCRIPTION**

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Hospitality Hostess/Host</th>
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</thead>
<tbody>
<tr>
<td>Salary</td>
<td>£8.50 per hour inclusive of holiday pay</td>
</tr>
<tr>
<td>Location</td>
<td>Millennium Stadium, Cardiff</td>
</tr>
<tr>
<td>Hours of work</td>
<td>Dependent on event</td>
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<tr>
<td>Responsible to</td>
<td>Hospitality Sales Coordinator</td>
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<tr>
<td>Responsible for</td>
<td>Ensuring the smooth running of hospitality throughout events held at the stadium.</td>
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<tr>
<td>Contractual Status</td>
<td>Casual</td>
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**Role Summary**
The role of the Hospitality Hostess/Host is to assist the Millennium Stadium’s hospitality department in delivering the event package to all hospitality guests that maintains the stadium’s high quality standards. Hospitality Hostess/Host are to act as an advocate for excellent customer service and help ensure all customer needs are met.

**Key Relationships**
Millennium Stadium’s Hospitality Sales Coordinator will manage Hospitality Hostess/Host and will be main point of contact for any queries.

**Key Responsibilities, Tasks and Activities**
- Hospitality Hostess/Host will work in the following main areas. Key responsibilities, tasks and activities are as follows:
  - **VIP Lift and Welcoming Roles**
    - Operating the VIP lift for VIP guest’s arrival into the Millennium Stadium.
    - Greet guests at the VIP entrances
    - Hostess/Host will be expected to have a thorough knowledge of the VIP Hospitality areas and locations.
  - **Level 5 Hospitality Suites**
    - Unlock the balcony doors in each suite
    - Distribute programmes, gifts, literature to suites
    - Welcome guests upon arrival and have a thorough knowledge of the VIP Hospitality areas
    - Be on hand to answer any customer queries throughout the day
    - Collect any merchandise order forms and deliver merchandise to suites
    - Collate customer comments throughout the event
    - Collect any programmes, gifts, literature at the end of the event and lock the balcony doors in each suite
### JOB DESCRIPTION

- **Hospitality Lounges**
  - Distribute any programmes, gifts, literature in your lounge
  - Welcome guests upon arrival and assist guests to their tables referring to the table plan and have a thorough knowledge of the VIP Hospitality areas
  - Be on hand to answer any customer queries throughout the day
  - Collate customer comments throughout the event Collect any programmes, gifts, literature at the end of the event

### PERSON SPECIFICATION

#### Experience
- Previous hospitality experience would be advantageous but not essential as training will be given in advance.
- Previous customer facing experience would be advantageous
- Experience of effectively dealing with difficult situations would also be advantageous

#### Skills & Qualifications
- Excellent verbal communication skills and customer service skills are essential
- Good time-keeping is required