

## Job Description

### Hospitality Host/Hostess



JOB DESCRIPTION	
<b>Job Title</b>	VIP Hospitality Host/Hostess
<b>Salary</b>	£9 per hour inclusive of holiday pay (Host/Hostess) £10 per hour inclusive of holiday pay (Supervisor role)
<b>Location</b>	Millennium Stadium, Cardiff
<b>Hours of work</b>	Working hours will be based around Millennium Stadium and Welsh Rugby Union event days.
<b>Responsible to</b>	Hospitality Event Coordinator
<b>Responsible for</b>	Host services and supervision of VIP Level 5 and Hospitality Lounges.
<b>Contractual Status</b>	Casual
<b>Role Summary</b>	Hosts / Hostesses will be responsible for ensuring that all VIP Hospitality guests receive a high-level of service throughout the event and enjoy the Millennium Stadium hospitality experience.
<b>Key Relationships</b>	Millennium Stadium and Welsh Rugby Union's Clients, Customers and Staff.
<b>Key Responsibilities, Tasks and Activities</b>	<ul style="list-style-type: none"> <li>• Welcoming VIP guests to and from the Stadium.</li> <li>• Ensuring that complaints are dealt with efficiently.</li> <li>• Responsible for the enjoyment of the VIP guests throughout the event.</li> <li>• Communicate all details of the event to the guests.</li> <li>• Escorting guests to and from their seats.</li> <li>• Awareness of stadium facilities, general geography of the stadium and where to access information.</li> <li>• To liaise with your supervisor and report all details of the event.</li> </ul>
<b>Continued Professional Development</b>	<ul style="list-style-type: none"> <li>• The WRU are committed to providing training for the successful candidate. We expect the successful candidate to undertake available training courses and research to enhance personal knowledge, skills and experience.</li> </ul>

PERSON SPECIFICATION	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Strong interpersonal skills and relationship management.</li> <li>• Previous Hospitality or Catering experience would be a benefit.</li> </ul>
<b>Skills &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• Strong verbal communication skills are essential.</li> <li>• Good time keeping is vital.</li> <li>• Interpersonal skills essential</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Travel expense or Parking is not provided.</li> <li>• This role is subject to an enhanced CRB disclosure check</li> <li>• An understanding and commitment to equal opportunities in</li> </ul>

PERSON SPECIFICATION	
	employment and sport <ul style="list-style-type: none"> <li>An understanding of individual responsibility in complying with the Health and Safety policies and arrangements.</li> </ul>

Acknowledgement		
Employee Signature:	Name:	Date:
Line Manager Signature:	Name:	Date:

The job description is subject to change pending review by the role holder and their line manager.