



Position: Match Day Hospitality Host

Department: Commercial

Accountable to: Hospitality and Events Sales Manager

Salary: Negotiable depending on experience

1. Job Summary

Bristol Rovers are looking for a well presented, energetic and hardworking individual with excellent interpersonal and communication skills to join the matchday hospitality team. Your role will be to ensure that you make our guests feel personally welcomed, comfortable and inspired to have the best match day experience from the moment they enter.

Match days are usually one day every other weekend with occasional matches' mid-week. This would suit somebody looking for additional income. You will be expected to commit to all home match events throughout the season, this includes all fixtures to be played in the Sky Bet League One, Emirates FA Cup and any other additional cup fixtures.

2. Key Responsibilities

- To welcome all customers to the Club.
- Direct customers to their hospitality areas.
- Build relationships with customers pre match, half time and at full time.
- To work closely with fellow colleagues, the catering staff and stewards to ensure the smooth running of the day/evening.
- Be comfortable on the mic, presenting and speaking to the audience throughout the afternoon.
- Conduct customer-led interviews with the player that joins the hospitality area at the end of the game.
- Network with customers to gain feedback on their experience throughout the day.
- To offer a high level of customer service to all customers at all times.

3. Skills Experience and Background

- Previous experience in hospitality is highly desirable.
- A confident, mature, hardworking individual.
- Passionate in delivering an exceptional level of customer service at all times.

4. Personal Attributes

The successful candidate will need to be a credible, determined clear thinking and articulate individual with:

- High standards of personal and professional integrity
- Huge levels of energy and enthusiasm
- Openness and resilience
- Honesty, tact, and a strong will to succeed
- An appetite to constantly seek improvement in all aspects of their work

5. Key Working Relationships

- Hospitality and Events Sales Manager
- Head of Sales
- Head of Media
- CEO
- Commercial Executive
- Sponsors and commercial partners
- Media team