

**Job Title:** Match Day Hospitality Host

**Hours of Work:** Approx. 4 hours

**Location:** Memorial Stadium, 33 Filton Ave, Bristol BS7 0BF

**Reporting to:** Corporate & Commercial Team

**Salary:** Negotiable

For the duration of the 2021/22 Season to be reviewed at the beginning of each season thereafter.

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 Two, Emirates FA Cup and any other additional cup fixtures.

**How to apply:**

If you are looking for an exciting new challenge, please send your CV, salary expectations and a covering letter outlining why you think you would be suited for the role to [SeasonTickets@bristolrovers.co.uk](mailto:SeasonTickets@bristolrovers.co.uk)

**Role description:**

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

**Requirements for the role:**

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

4. Must be available to work at all home match events throughout the 2021/22 season during weekends, week nights and bank holidays.

Bristol Rovers values the diversity of its workforce and welcomes applications from all sectors of the community (Equality Act 2010).

BRFC are fully committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment.