



MATCHDAY ROOM HOST

- **Location:** Sixways Stadium, Worcester
- **Contract Type:** Casual / Matchday (Primarily weekends and Friday nights)
- **Wage:** £14 - £15.50 per hour

About the Role

Are you an outgoing, friendly, and proactive individual who loves delivering exceptional customer service? Sixways Stadium is looking for Matchday Room Hosts to join our casual operations team and elevate our guest experience.

As the face of our matchday hospitality, your main purpose is to make our guests feel welcome from the moment they arrive. You will be responsible for hosting specific hospitality rooms, ensuring an incredible atmosphere, and looking after our VIPs, guests, and corporate clients throughout the event.

Key Responsibilities

- **Guest Welcome:** Greet guests warmly upon arrival and manage the check-in process for your assigned hospitality room.
- **Room Hosting:** Circulate throughout the room during the event, engaging with guests and ensuring they have everything they need.
- **Wayfinding:** Guide guests to their stadium seats, boxes, or designated tables upon arrival.
- **Issue Resolution:** Act as the first point of contact for guest queries, resolving any issues quickly and professionally.
- **Team Collaboration:** Work closely with the Operations and catering teams to ensure the smooth running of the event.
- **Operational Support:** Assist with other event day tasks as directed by management to ensure a successful stadium operation.

What We Are Looking For

- **The Ultimate Host:** An open, enthusiastic, and confident communicator who genuinely enjoys interacting with people.
- **A Problem Solver:** Someone who can think on their feet, stay calm under pressure, and resolve guest issues with a smile.
- **High Standards:** A professional approach with excellent personal presentation.
- **Flexibility:** Reliable attendance and availability to work matchday shift patterns (weekends and Friday nights).
- **Experience:** Previous experience in hospitality, customer service, or events is preferred but not essential.

Why Join Us?

Be right at the heart of the action! This casual role offers a vibrant, exciting working environment, flexible shifts that fit around your other commitments, and the chance to be part of a fantastic stadium operations team.

How to Apply

If you have a passion for hospitality and want to help us deliver unforgettable matchday experiences, please send your CV directly to the Operations Team at ieuan.morgan@sixways.co.uk.