

Role: Hospitality Host

Reports to: Hospitality Operations Manager

Location: Scottish Event Campus, Glasgow – Campus Based Role

Role Summary

The Hospitality Host is responsible for delivering outstanding guest service by creating a warm welcome to The Hydro Club. The Host is part of a wider team that manages Hydro Club Reception and other Hospitality areas on event nights. This role ensures guests feel looked after from arrival to departure, providing information, support and personalised service. The Host will require good availability and flexibility to work weekdays and weekends as required.

Key Responsibilities

- To collect technical equipment from the Control Room & Live Entertainment office at start of the shift. This includes radios, iPads, keys, lamps and any event paperwork.
- To prepare Hydro Club Reception for the event in accordance with Host Checklist. This includes checking connectivity/synching of iPads, that relevant files have been uploaded and prepare wristbands in appropriate colours.
- To fully brief the Car Parking Steward with any information relating to the specific event.
- To liaise with OVO Live Team and the Sky VIP Team to ensure that they have all wristbands and information necessary for their operation.
- To check maintenance/cleanliness/technical set up of all Hospitality areas and liaise with SEC Event Team, LSS, Facilities and Technical Teams to have any issues rectified prior to guest arrival and throughout the event.
- To liaise with SEC Food to ensure all catering/drinks set-up in the Super Suites & Executive Suites is correct and liaise with Hydeout & Clubhouse teams in relation to guest information prior to guest arrival.
- Based at Hydro Club Reception, ensuring all guests are greeted, checked-in, accurately wristbanded, escorted to the appropriate area and looked after before and throughout the event.
- To liaise with stewards responsible for Hospitality Guest Entrance in relation to any ticketing issues experienced by Hospitality Guests at the event.
- To liaise with Box Office and Customer Experience Teams to resolve any issues experienced by Hospitality Guests at the event.

- To be visible in Club Seating area prior to and during the event to assist the stewarding team with direction of guests and with any enquiries/issues during the event.
- Accurate reporting of stock to the Hospitality Operations Manager at the end of the event.

Required Skills and Key Competencies

- Strong interpersonal and communication skills
- Friendly, professional, and approachable demeanour
- Customer Focus
- Attention to Detail
- Teamwork and Cooperation
- Problem Solving
- Initiative and Adaptability