

Guest Experience Host
Immediate start
£9,000 per annum (part time hours)

Emirates Old Trafford, the Home of Lancashire Cricket is a world class multi-purpose venue, from hosting International cricket to sell-out concerts, with a 150-bed hotel with 85 pitch facing rooms. Conference & events facilities that can cater from 10 to 2,000 people from small meetings to large exhibitions and conferences.

Working with us isn't like working anywhere else, we are in the business of making memories. The key to our success is our people. Passionate, dedicated people who are committed to making sure our business and guest experiences are the best they can be.

The Role

Championing the overall guest experience the Guest Experience Host is the Ambassador of service standards at the Lancashire Cricket club. Providing assistance to Guests and business visitors to ensure that they get the most out of their visit.

As Guest Experience Host you will be predominantly based in one of the club's reception areas and duties will include:

- Drive guest service to exceptional standards in line with mystery shopper and KPI targets.
- Meet & Greet guests, offer assistance/directions, answer questions and interact with guests of all ages.
- Ensure that all experiences are delivered in a safe environment, escalating any concerns.
- Proactively assist guests, pre-empting problems as much as possible.
- Deliver a personalised service and be flexible in resolving situations.
- Maintain the highest possible standards in all areas to ensure maximum guest satisfaction, including cleanliness and presentation.
- Assist in developing new initiatives to ensure the provision of outstanding customer service.
- Ensure that guest feedback is recorded, and quires responded to in a timely manner.

The Person

- Courteous by nature
- Confident in communicating with people of all ages
- A team player
- Ability to problem solve with/without assistance

We offer a competitive wage, with fantastic benefits which include Pension, Health Insurance, Health Cash Plan, Uniform, discounted hotel and F&B rates across Hilton and also onsite car parking. Please take a look at the full job description and if you have the experience and skills and a passion for making change and the enthusiasm and energy levels to engage and achieve this, please submit your written application, with current salary, including covering letter and CV outlining why you should be considered for the role. Please send to Alex Bullough, Recruitment and Training Manager at careers@lancashirecricket.co.uk.

Closing date for applications is 7th May 2021.