

Casual Guest Experience Stadium Hosts National Minimum/Living Wage Requirements

The Role

At the forefront of the guest experience, our Guest Experience Stadium Hosts are the champions of service standards at Emirates Old Trafford / Lancashire Cricket.

As a Guest Experience Stadium Host you will work across a number of different locations around the stadium, predominantly outside, providing assistance to our guests and business visitors to ensure that their experience is as memorable as possible and that they get the most out of their visit.

Your Place of Work

You will be working at Emirates Old Trafford (the home of Lancashire Cricket) which has played host to some of cricket's most iconic moments since 1864 and is now an award-winning world-class venue that has undergone a transformational redevelopment over the last decade.

It is recognised as one of the UK's most prestigious venues for sport, business, leisure and entertainment with a capacity of up to 50,000 people for concerts; 26,000 for international cricket matches; meetings and events spaces for up to 2,000 delegates; a four-star hotel with 150 rooms; and an on-site Caffè Nero.

The venue has played host to some of the world's biggest sporting events, including six ICC Cricket World Cup fixtures in 2019, Ashes Test Matches and world class concerts including Ariana Grande's 'One Love Manchester' concert as well as others by Beyoncé, Rihanna, Foo Fighters and more.

We are in the business of making memories and the key to our success is our people. They need to be passionate, dedicated and committed to making sure our business and guest experiences are the best they can be.

Main Duties

- Delivering guest services to exceptional standards in line with mystery shopper and KPI targets.
- Meeting, greeting and interacting with all guests, offering assistance/directions and answering questions
- Ensuring that all experiences are delivered in a safe environment, escalating any concerns
- Proactively assisting guests, pre-empting problems as much as possible
- Delivering a personalised service and being flexible in resolving situations
- Monitoring queue lines in all areas of the ground and supporting where necessary
- Finding creative ways to entertain guests with a view to take the monotony out of queuing
- Maintaining the highest possible standards of cleanliness and presentation in all areas to ensure maximum guest satisfaction
- Assisting in developing new initiatives to ensure the provision of outstanding customer service
- Delivering excellence through face-to-face interactions within the club's fan zone & family area
- Giving a warm goodbye to all guests, thanking them for coming, offering assistance, answering final questions and reporting feedback when required

The Person

The ideal candidates for this position will be:

- Dedicated to delivering unsurpassed levels of customer service
- Courteous by nature
- Confident in communicating with people of all ages
- A team player



- Have an ability to problem solve with/without assistance

How to Apply

If you have the relevant skills and experience and wish to apply for this role then please send your CV with current salary details to staffing@lancashirecricket.co.uk.

There is no closing date for this position, however we are looking for successful candidates to be available to work from March and will stop accepting applications once the required number of Casual Guest Experience Hosts have been recruited.

We look forward to hearing from you if you have skills that support our future vision. Lancashire Cricket is an equal opportunities organisation, and we are committed to providing new opportunities and striving for greater diversity.

It is a priority for Lancashire Cricket to ensure our Club appropriately reflects the wider communities across the North West and as we strive to meet Sport England Guidance in this regard, we would welcome applications from individuals with the appropriate skills and experience that can also enhance our current diversity mix at the Club.