Aberdeen Football Club
Job Description

Name:	
Job Title:	Matchday Host
Line Manager:	Commercial & Matchday Coordinator
Date Started:	

Overall Purpose of Job:

To welcome and interact with all Aberdeen FC's clients and guests in the hospitality lounges and boxes on matchdays.

Matchday hosts play an integral part in ensuring our clients have an enjoyable matchday experience by engaging with them throughout the day, making sure they are receiving first class service and addressing any queries or concerns they may have.

Main Responsibilities/Description of Duties:

Pre-match

- Report to stadium 3* hours before KO.
- Liaise with Supervisor for instructions for the day.
- Meet and greet AFC clients and their guests on arrival and show them to their tables.
- Stadium seats will be allocated to Hosts to watch the game.
- Take bookings for taxis post-match should they be required.

Half-time

- Visit allocated tables to ensure everything is in place and obtain any feedback.
- Encourage clients to depart lounges and take their seats for the 2nd half of the match.

Post-match

- Circulate the lounges and ensure clients and their guests have been looked after and had a first class matchday experience as promised.
- Report any final comments and feedback to the Supervisor for review.
- Remain at stadium until last orders are called in the hospitality area and encourage clients to leave.

**subject to change on a match by match basis*

Please note that this job description is not designed to cover a comprehensive list of activities, duties or responsibilities that are required of the employee for this role. The duties and responsibilities may change within reason at any time with or without notice to suit the needs of the Club.

Person Specification:

Essential Personal Qualities:

- The ability to be confident in meeting new people and openly converse.
- To be personable and friendly at all times, particularly in a busy environment.
- To have a naturally helpful and polite attitude.
- To be able to work as part of a team.

Signed by Employee:	**Signed by Line Manager:**
Date:	**Date:**