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# Example of Guest Experience Host Job Description

Our growing company is looking to fill the role of guest experience host. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for guest experience host

* Understand guest satisfaction results and contribute to game plans to attack need areas and expand on the strengths
* Pro-actively support the Front Office & M Club Lounge teams to exceed guest expectations
* Lead by example, demonstrating self-confidence, energy and enthusiasm
* Provide excellent customer service by being readily approachable for all guests
* Take proactive approaches when dealing with guest concerns
* Respond timely to customer service department request
* Greet all guests with eye contact, a smile and a verbal greeting on every transaction
* Hosting all lego themed activities within the attraction
* GE Hosts are responsible for the daily operation of all rides within the centre
* Providing amazing and engaging LEGO workshops to guests

## Qualifications for guest experience host

* Minimum 1 year experience in a Front Office or Club Lounge role in a hotel
* Minimum 1 year work experience in a guest contact role
* Effective communication and customer relations skills
* Maintain the safety and security of all staff, artists, vendors and guests
* To ensure that adequate visitor surveys are returned by visitors
* Assist in ensuring the site is maintainted to the highest possible standard at all times