Downloaded from <https://www.velvetjobs.com/job-descriptions/guest-experience-host>

# Example of Guest Experience Host Job Description

Our company is growing rapidly and is looking for a guest experience host. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for guest experience host

* Build relationships and loyalty with Wiltern Underground members and VIP clients with an ability to anticipate their needs
* Delivery of day to day frontline reception and concierge services aligned to our vision and values, always exceeding our customers’ expectations
* Dealing with all enquiries in a professional manner, ensuring interactions with clients, visitors, team members and customer leave a positive lasting impression
* Support the Centre Director and Assistant director with efficient diary management, meeting coordination, minute taking and meeting preparation
* Always lead by example, providing help and advice to customers using the Bentall Centre’s products or services
* Support the Guest Experience manager with overseeing all guest service interactions, whether communication is with customers by telephone, email, letter, face-to-face or through our social media channels
* Directly support the Concierge desk including cover
* Manage customer queries process, going above and beyond to covert into a positive experience
* Oversee the management of IT contract support, ensuring hardware and systems are maintained and fully operational
* Manage the administration of the central drive and folder management including permissions and access

## Qualifications for guest experience host

* Prior Front Office experience preferred
* Must have a valid Class 5 driver’s license with a clean Driver’s Abstract
* Candidates must be aged 18 or over!
* Upselling experience and sales skills would be preferred for Admissions and Retail roles
* Serve as Guest Experience Host at The Van Buren with a focus on selling premium seating and VIP experience options night of show
* A desire to grow in hospitality