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# Example of Guest Experience Host Job Description

Our innovative and growing company is searching for experienced candidates for the position of guest experience host. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for guest experience host

* Assist with selling available upgrade inventory to concert attendees
* Handle credit card and/or cash transactions on the spot
* Work with a team to coordinate upsell operations on night of shows, following directions from the supervisor
* Serve as a resource of information for upgrade clients
* Give constant observation of VIP sections to ensure guests are receiving highly personal service at all time
* Coordinate operations on event nights with the Premium Experiences Sales Manager, servers and security
* Work with the Premium Experience Team at The Van Buren during concert events to maintain constant communication with staff and clients and ensure that guests receive highly personal service and the highest level of hospitality at all times
* Explain the Premium Seating program to potential clients in order to upgrade a guests’ experience
* Troubleshoot and assist with issues involving the program and elevate to management if needed
* Serve as a resource of information for Premium Seating clients regarding their experience within the venue(s)

## Qualifications for guest experience host

* Upsells, practicing your salesmanship
* Open availability from May through August
* Serve as Guest Experience Host with a focus on selling premium seating and VIP experience options night of show
* Experience with Microsoft Office programs (Word, Excel, PowerPoint, Publisher)
* Self-motivation, quick thinking and problem-solving abilities
* Proficiency in performance of computer knowledge including Microsoft Outlook and Excel