

POSITION: **EVENT HOST**
REPORTS TO: **Senior Manager of Event Services**

STARTING PAY RATE: **\$12. and up per hour**

Position Overview

The Grand Wayne Event Hosts serve as an ambassador of the Grand Wayne and of the city of Fort Wayne. Hosts will directly interact with all clients and guests daily and focus on cultivating a unique guest experience. Hosts are to provide direction and information to all guests as well as monitor events/meetings to ensure that all services and support are being provided as specified.

Essential Job Functions

- Ensure the highest level of guest service by maintaining assigned position.
- Serve as a point of contact to client(s) to assist the room changes, questions, etc.
- Coordinate client needs with Engineering, Audio Visual, Event Managers, and Hilton Catering Staff via radio communication.
- Provide guests with directions, building facilities information, and event information.
- Provide guests with information on local features such as shopping, dining, nightlife, sports, and tourism attractions.
- Know the location of the first aid kit, restrooms, and ATM Machines.
- Ensure all meeting rooms are unlocked and properly set according to schematic drawing.
- Maintain the appearance of the brochures, maps, magazines, menus, and other hospitality publications located on the security desk. Notify Sr. Event Manager when literature needs replenished.
- Inspect public areas to ensure safe conditions and cleanliness and can notify respective personnel.
- Use a two-way radio for communication with management, security, and building personnel.
- Understand and know established procedures to handle emergency evacuations, medical emergencies, and lost and found procedure.
- Due to the cyclical nature of the hospitality industry, may be required to work varying schedules including evenings, weekends, and holidays to accommodate business and client needs in the facility.
- Must have the ability to interact with guests in a friendly, courteous, and polite manner. This will include initiating contact with guests within 10 feet – i.e. smiling, saying “Good Day” or offering assistance when needed.
- Must feel comfortable when around large groups or speaking to a guest, as needed.
- Attend all host training sessions and meetings and adhere to dress code.
- Understands the importance of providing customer service that is beyond expectation.
- All other duties and responsibilities as assigned.

Requirements

- High School diploma required. Some college education preferred. Experience in customer service or retail sales a plus.
- Knowledge and understanding of the fast pace of a large convention center.
- Excellent communication, problem solving skills, friendly and positive personality.
- Must have a professional appearance and be able to adhere to the Grand Wayne Dress Code for the position.
- Must be able to listen, hear, and respond to guest inquiries.
- Ability to interact with all types of people. Must be able to get along with co-workers, guests, vendors, and visitors to the facility and respond politely to all individuals while working well as a team player.
- Must be responsible in maintaining work schedule.

Working Conditions

- Working conditions vary from those found in normal office environments, including crowded rooms, significant noise levels and large distances to monitor.
- Expected to maintain flexibility to accommodate scheduled events, including evening, weekends, and holidays.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.

NAME: _____

POSITION: _____

DATE: ____/____/____