

**Casual Guest Services Receptionist**  
**Hours between 7am-11pm (may vary) including weekends**  
**£8.03 per hour**

Emirates Old Trafford is a flexible, multi-purpose conference and events venue and a world-class international sporting stadium. Home to Lancashire County Cricket Club, the ground blends of over 150 years of heritage and history with a newly redeveloped and award winning stadium that has a capacity of 25,000 for cricket and 50,000 for concerts. In July 2017 a brand-new 150 bedroom Hilton Garden Inn will open on-site with 85 bedrooms overlooking the pitch.

We are looking for enthusiastic, committed and experienced individuals to come and join our existing guest services team on a casual basis, hours worked each week will vary in duration and volume to suit the needs of the business.

The Guest Services team are the first people visitors to the Club come into contact with and as such play a key role in ensuring that all visitors receive an excellent customer service experience.

As part of this team, you will work at any one of our Reception points, these being the Pavilion (main reception), The Point and the Player & Media Building. And with appropriate training shifts will be available on the Front Office Reception within the Hilton Garden Inn.

**Key Responsibilities**

- Meet and greet all visitors on arrival and direct all visitors to the correct facility in a polite and efficient manner.
- Be responsible for understanding all the services offered at Emirates Old Trafford, demonstrating excellent communication skills and product knowledge with visitors and staff.
- Confidently deal with general enquiries made my walk-ins and telephone enquiries, ensuring the enquiry is dealt with by the appropriate department/person.
- Monitor the car park barrier system and react to customer queries.
- Ensure all lost property is dealt with in line with Club/Hotel policy.
- Answer all direct calls that come through the switchboard politely and in a professional manner.

**Key to the role**

A background in reception/guest services where high levels of customer service were paramount. Previous experience working in a professional environment with knowledge of switchboard, post and general admin duties.

**Essential Skills and Experience:**

- Reception experience from either a professional, customer service or hotel background.
- Total commitment to delivering a high level of customer service.
- Excellent communication skills.
- High standards of grooming.
- Numerate with a competent level of IT skills
- Flexible with working arrangements, able to work both days, nights and weekends if required.

- Commitment to undertake necessary training required for all reception positions across the stadium and the Hotel.

Take a look at the Job Description and if you have the relevant skills and experience and flexibility with varying shifts and wish to apply for this role then please send your CV to Human Resources, at [humanresources@lccc.co.uk](mailto:humanresources@lccc.co.uk).