



ELM Lounge Matchday Host Role Description

Title:	ELM Lounge Matchday Host
Reports To:	Commercial Manager
Location:	EBB Stadium
Hours:	1:00PM – 5:00PM Saturday home games and 6:00PM Weekday home games.
Salary:	Voluntary Role. Food provided + Complimentary Match Ticket
Summary:	Aldershot Town FC is seeking a personable, reliable, and confident individual to become the face of our ELM Lounge on matchdays. As Host, you will be responsible for delivering a first-class hospitality experience to our guests, welcoming and engaging with supporters, and ensuring the lounge runs smoothly throughout the day.

Key Responsibilities:

- Greet and welcome guests on arrival in a warm, professional manner
- Create a positive and engaging atmosphere within the ELM Lounge
- Build rapport with regulars and new guests to develop long-term relationships
- Work closely with Club Ambassador Mark Butler to enhance the matchday experience
- Manage guest needs and provide support throughout the event
- Ensure the lounge maintains a high standard of presentation and service

Key Attributes:

- Smartly presented, with a confident and friendly approach
- Assertive and able to take initiative when required
- Reliable and punctual – must be available for every home game
- Excellent communication and interpersonal skills
- A natural host who enjoys being around people and creating memorable experiences

Additional Info:

This is a unique opportunity to make the ELM Lounge your own. You'll play a vital role in shaping the hospitality experience at Aldershot Town FC and become a valued part of our matchday team.