

## Guest Experience Manager

### **Purpose:**

The Guest Experience Manager is responsible for the design and execution of the day-to-day guest experience and post event analysis. They will work closely with Event Management teams, Hospitality Services, and other teams to ensure seamless and superb experience for all guests across all events.

### **Key Responsibilities:**

- Develop and execute guest experience strategies across all event types.
- Design and manage fan engagement initiatives and in-venue activations.
- Oversee premium guest services, including VIP programs, special access, and personalized services.
- Coordinate guest flow, wayfinding, service touchpoints, and complaint resolution processes.
- Work closely with hospitality and event teams to ensure a consistent service standard
- Develop service standards manuals and train frontline staff accordingly.
- Monitor guest satisfaction metrics and implement continuous improvement initiatives
- Prepare post-event experience reports and improvement action plans.

<b>Experience Minimum Requirements</b>	<b>Education Minimum Requirements</b>
7+ years of experience in guest experience, hospitality, or venue services, with leadership experience.	A Bachelor's degree in hospitality, Marketing, Business, or related field is required.