

GayDays® VIP Host

Department: VIP Guest Experience / Event Operations

Reports To: VIP Events Producer

Works Closely With: Ambassador Coordinator, Stage Manager, Entertainment Creative Director, Reservation & Ticketing Specialist, Talent, Event Producers & GayDays® Management

Event: GayDays® Orlando

Position Overview

The **GayDays® VIP Host** is responsible for creating an elevated, welcoming, fun, and personalized experience for GayDays® VIP guests throughout the weekend.

VIP guests have chosen to upgrade their GayDays® experience, and the VIP Host should make sure they **feel like VIPs**. This position is highly guest-facing and requires someone who is outgoing, energetic, professional, approachable, organized, and comfortable interacting with many different personalities.

The VIP Host serves as a recognizable point of contact for VIP guests, assists with VIP check-in and seating, hosts VIP activities, coordinates meet-and-greets, communicates event information, helps resolve guest concerns, and works closely with the VIP Events Producer to deliver all advertised VIP benefits.

The ideal VIP Host should have a personality that makes guests feel like they have **a friend on the inside who knows what's happening and is there to make their weekend better**.

VIP Guest Experience

The VIP Host's primary responsibility is the overall VIP guest experience.

Responsibilities include:

- Personally welcome VIP guests.
- Introduce themselves as a resource throughout the weekend.
- Become familiar with VIP guests when possible.
- Answer questions regarding VIP benefits and events.
- Help guests understand where to go and when.
- Encourage VIP guests to participate in special experiences.
- Check in with guests throughout the weekend.

- Help identify and resolve guest concerns.
- Communicate concerns to the VIP Events Producer when additional assistance is required.
- Maintain a visible presence at designated VIP events and areas.
- Look for opportunities to provide small personal touches that make guests feel appreciated.

The goal is for VIP guests to feel that purchasing VIP was **worth the upgrade**.

Understanding the VIP Program

The VIP Host must have a complete understanding of the current GayDays® VIP program before interacting with guests.

The Host should know:

- What benefits are included.
- Which events include VIP seating.
- Which events provide early entry.
- VIP Lounge hours and procedures.
- Meet-and-greet schedules.
- VIP-only experiences.
- Credential and wristband requirements.
- Applicable ticket requirements.
- Guest policies.
- Who to contact when an issue cannot be resolved.

The VIP Host should never guess when answering a guest. If unsure, the Host should obtain the correct information.

VIP Check-In

The VIP Host may assist with VIP check-in and credential distribution.

Responsibilities may include:

- Welcome arriving VIP guests.

- Verify VIP status using approved procedures.
- Assist with distribution of VIP credentials or wristbands.
- Provide VIP schedules and information.
- Explain VIP benefits.
- Inform guests about upcoming VIP activities.
- Answer routine questions.
- Direct reservation or payment concerns to the appropriate team member.
- Help make VIP check-in feel personal rather than simply transactional.

VIP Lounge

The VIP Host will assist the VIP Events Producer with the operation and atmosphere of the **GayDays® VIP Lounge** or other designated VIP areas.

Responsibilities may include:

- Welcome guests entering the lounge.
- Verify appropriate access when required.
- Introduce guests to one another.
- Encourage conversation and interaction.
- Communicate upcoming activities.
- Coordinate with bartenders or hospitality staff when appropriate.
- Keep the VIP Events Producer informed of guest needs.
- Help maintain an inviting atmosphere.
- Help ensure VIP-only areas remain reserved for authorized guests.

The VIP Host should actively **host the room**, rather than simply standing at the entrance.

VIP Seating & Early Entry

The VIP Host will work with the **VIP Events Producer, Stage Manager, and Ambassador Coordinator** regarding VIP seating and entry procedures.

Responsibilities include:

- Understand which events include VIP seating.

- Assist with early-entry procedures.
- Help identify VIP seating areas.
- Welcome VIP guests as they arrive.
- Assist guests in locating appropriate seating.
- Protect reserved VIP seating until established release times.
- Help resolve seating questions professionally.
- Communicate seating issues to the VIP Events Producer or Stage Manager.
- Avoid promising specific seats unless they have been officially assigned.

Meet-and-Greets

Meet-and-greets are an important part of the GayDays® VIP experience.

The VIP Host will assist the VIP Events Producer in ensuring advertised meet-and-greets actually occur and operate smoothly.

Responsibilities include:

- Know scheduled meet-and-greet times and locations.
- Help gather VIP guests.
- Confirm talent is ready in coordination with the VIP Events Producer.
- Welcome guests into the experience.
- Help maintain an organized flow.
- Assist with photos when appropriate.
- Prevent the experience from becoming unnecessarily rushed or chaotic.
- Keep the experience moving so all eligible guests have an opportunity to participate.
- Help talent understand when the meet-and-greet needs to conclude.
- Communicate delays or changes professionally.

Talent Interaction

The VIP Host may interact with GayDays® performers, hosts, titleholders, and special guests participating in VIP activities.

The Host should:

- Treat talent professionally.
- Understand talent's VIP responsibilities.
- Help talent know where they need to be.
- Coordinate concerns with the VIP Events Producer.
- Never make additional commitments on behalf of talent.
- Help create comfortable interactions between talent and VIP guests.

VIP Activities & Special Experiences

The VIP Host may be asked to host or assist with special VIP programming.

This could include:

- VIP receptions.
- Cocktail gatherings.
- Meet-and-greets.
- Talent appearances.
- Photo opportunities.
- VIP games.
- Giveaways.
- Special announcements.
- Private entertainment.
- VIP social hours.
- Other exclusive experiences.

The VIP Host should help make these experiences **interactive and memorable**, rather than simply another scheduled activity.

VIP Gift Bags & Amenities

When GayDays® provides VIP gift bags or other amenities, the VIP Host may assist with:

- Preparing gift bags.
- Organizing distribution.

- Confirming guests receive the correct items.
- Tracking distribution when required.
- Answering questions regarding included items.
- Reporting shortages or missing items to the VIP Events Producer.

Guest Communication

The VIP Host should communicate with guests in a friendly, clear, and confident manner.

The Host may be responsible for communicating:

- Event times.
- Location changes.
- Meet-and-greet information.
- Seating procedures.
- VIP Lounge information.
- Special activities.
- Schedule reminders.
- Changes approved by GayDays® management.

When information changes, the Host should communicate the updated information positively without criticizing GayDays®, the hotel, talent, or another team member.

Guest Concerns & Service Recovery

VIP guests may occasionally experience a problem or believe a benefit has not been delivered.

The VIP Host should:

- Listen carefully.
- Remain calm and professional.
- Confirm what the guest expected.
- Determine whether the issue can be easily corrected.
- Look for reasonable solutions within established authority.
- Involve the VIP Events Producer when necessary.

- Never argue with a guest.
- Never promise refunds, complimentary items, upgrades, or other compensation without authorization.
- Follow up when possible to make sure the concern was resolved.

A problem handled exceptionally well can become one of the reasons a guest chooses VIP again.

Promoting GayDays® Events

The VIP Host should be enthusiastic about the entire GayDays® weekend and help encourage VIP guests to participate.

The Host should:

- Know the GayDays® schedule.
- Talk positively about upcoming events.
- Encourage guests to attend activities.
- Promote special events and experiences.
- Help create excitement.
- Be knowledgeable about major GayDays® offerings.
- Direct guests to appropriate ticketing or reservation resources when necessary.

Social Interaction & Community Building

One of the most valuable things a VIP Host can do is help guests **connect with one another**.

Some guests arrive alone, some are attending GayDays® for the first time, and others may not know many people.

The VIP Host should:

- Introduce guests to one another when appropriate.
- Welcome guests who appear to be attending alone.
- Encourage conversation.
- Help first-time attendees feel included.

- Remember names when possible.
- Create an atmosphere where VIP guests feel part of a special GayDays® community.

Working With the VIP Events Producer

The VIP Host works directly with the **VIP Events Producer** and should maintain frequent communication throughout GayDays® Weekend.

The VIP Events Producer establishes and oversees the VIP program, while the VIP Host helps deliver that experience directly to guests.

The Host should:

- Attend required VIP meetings.
- Understand daily priorities.
- Communicate guest feedback.
- Report problems.
- Assist with VIP events.
- Follow approved VIP procedures.
- Make reasonable guest-service decisions within established authority.
- Escalate significant concerns when necessary.

Event-Week Responsibilities

During GayDays® Weekend, the VIP Host should expect a flexible schedule based on VIP programming.

Responsibilities may include:

- VIP check-in.
- VIP Lounge hosting.
- Early entry.
- Reserved seating.
- Meet-and-greets.
- Special events.
- Talent appearances.

- Guest communication.
- VIP receptions.
- Evening and late-night events.
- Guest problem resolution.

The VIP Host should be prepared to work **days, evenings, weekends, and late-night hours** depending on the schedule.

Personality & Professional Conduct

This position requires someone who is naturally comfortable around people.

The ideal VIP Host should be:

- **Outgoing and full of personality.**
- Friendly and approachable.
- Positive and enthusiastic.
- Comfortable starting conversations.
- Professional.
- Dependable.
- Energetic.
- Organized.
- Patient.
- Inclusive.
- Comfortable interacting with performers and special guests.
- Able to remember faces and names.
- Calm under pressure.
- Comfortable speaking to groups.
- Able to read a room and recognize when a guest may need assistance.

The VIP Host should be able to have fun with guests while remembering that they are still representing GayDays®.

Confidentiality & Boundaries

Because VIP Hosts may interact closely with guests and talent, professional boundaries are important.

The VIP Host should:

- Protect guest information.
- Respect guest privacy.
- Never share hotel room information.
- Maintain confidentiality regarding internal GayDays® matters.
- Respect talent privacy.
- Never post private VIP information without permission.
- Avoid gossip about guests, talent, staff, or GayDays® leadership.
- Follow GayDays® photography and social media policies.

Qualifications & Expectations

The ideal candidate should have experience in one or more of the following:

- Hospitality.
- VIP services.
- Guest relations.
- Nightlife.
- Entertainment.
- Events.
- Hotels.
- Customer service.
- Hosting.
- Concierge services.
- LGBTQ+ events or organizations.

Previous VIP hosting experience is helpful but **personality, reliability, professionalism, and genuine enjoyment of working with people** are equally important.

Standard of Success

A successful GayDays® VIP Host should have guests leaving the weekend saying:

"I'm definitely doing VIP again next year."

VIP guests should feel recognized, welcomed, informed, included, and appreciated. Meet-and-greets should happen. VIP seating should be organized. The lounge should feel welcoming. First-time guests should make new friends. Problems should be handled professionally.

The VIP Host is not simply there to check credentials or point people toward a seat.

The VIP Host is there to make people feel special—and to turn a VIP upgrade into a GayDays® experience they want to purchase again year after year.