

<https://metropolitantransport.co.uk/job/customer-host/>

Customer Host

Description

Metropolitan Transport operates a fleet of buses across London and the South East. While we handle major corporate contracts, we are also famous for our "Buses & Beer" package.

To ensure our private hire clients get an unforgettable (and smoothly run) experience, we are looking for confident, energetic, and highly organised Customer Hosts to join our team on a casual, flexible basis.

Responsibilities

The Role As a Customer Host, you are the face of the company on the day of the hire. You will work in tandem with the Driver to ensure the vehicle is safe, the itinerary runs on time, and the passengers have a fantastic experience.

Your key responsibilities will include:

- **Event Management ("Buses & Beer"):** Acting as the main point of contact for the group leader, ensuring the party stays on schedule across multiple stops, and managing the group to ensure a safe, fun environment.
- **Tour Guiding & Hospitality:** Providing a warm welcome on standard private hires (weddings, corporate days out), answering passenger questions, and offering light commentary or guidance throughout the journey.
- **Driver Assistance:** Working closely with the driver to ensure the safe operation of the vehicle. This crucially includes acting as a banksman to guide the driver while reversing our large double-deckers into tight venue or pub car parks.
- **Vehicle Turnaround:** Rolling your sleeves up alongside the driver at the end of the shift to clean the bus so it is spotless and ready for the next day's work.

Qualifications

- **Personality:** You need to be outgoing, approachable, and confident. You must be able to command the attention of a large group of people (especially on lively pub tours) while keeping things friendly and fun.
- **Team Player:** You will be operating as a two-person crew with the driver. Communication and mutual support are essential.
- **Reliability & Initiative:** You are there to solve problems before they reach the driver, keeping the day running like clockwork.
- **Experience:** Previous experience in hospitality, event management, tour guiding, or crowd control is a distinct advantage.

Job Benefits

- **Total Flexibility:** Pick up shifts that fit around your existing studies, work, or lifestyle. Most of this work is heavily focused on weekends.
- **A Fun Working Environment:** You will be facilitating celebrations,

Hiring organization

Metropolitan Transport

Employment Type

Part-time

Job Location

London

Base Salary

£ 15

Date posted

October 3, 2026

brewery tours, and big days out. It is a fast-paced, highly social role.

- **Great Rates of Pay:** We reward our staff well for taking ownership of the customer experience.