

Stewarding Course

Stewards play a key role in your matchday organisation. Our course prepares your stewarding organisation to be better prepared to face the challenges relating to safety, security and service.

Our course for steward trainers, coaches them to create awareness with their own stewards regarding the tasks that they have to fulfil in the overall organisation of large-scale football and other events.

Goals of the Program

The steward trainer will be able to train the stewards in the following aspects:

- expect the unexpected crisis situations at the various locations in and around the stadium and to recognise situations that are beyond the steward's responsibility
- have a clear understanding of the different means to communicate
- know the stadium and its rules
- understand the legal framework in which the steward operates;
- be able to conduct a body search
- apply various ways to act to de-escalate and apply the right procedures in case of calamities and emergencies.
- be able to offer the highest standard of service to the visitors of the stadium
- grow understanding of observing techniques and means to intervene

The trainers are stewarding experts who have many years of experience in training and operational management of steward organisations of various sizes. The course consists of theory sessions, internships and an exam.



'Thanks to the excellent training and support I received at the Amsterdam Arena I am very confident of performing my tasks as a steward inside the stadium, which has become a second home to me.'

Astrid Jansen - Steward at Amsterdam Arena