

JOB DESCRIPTION

JOB TITLE: Customer Experience Host / Concierge

LOCATION: Manchester Airport

REPORTING TO: Supervisor

OUR VALUES AND BEHAVIOURS

Respect - This means respecting each other, great communication, valuing contributions, respecting differences and supporting one another.

Collaboration - This is all about teamwork and remembering that we are all working towards the same goal. It's also about how we work with our clients and their other suppliers. We are one team!

Integrity - This is about being honest, reliable and trustworthy and always delivering on promises.

Innovation - This is about striving to always improve, working smarter, coming up with new ideas and having the confidence to share them. At the same time it's about embracing change.

Excellence - This is all about striving to be the very best brand ambassador, exceeding expectations to build value and give us and our clients a real competitive advantage.

Trust - This is all about being consistent, organised and reliable. It's also about doing what you say you are going to do and not promising what you can't deliver.

OVERVIEW OF JOB DESCRIPTION

Main Duties & Responsibilities:

To greet all passengers at the host desk ensuring that high standards of service are maintained. The Host should ensure that they provide all passengers with legendary service, assess requirements of the passenger and allocate Customer Care Agent (CCA)

To man the host desk (either landside or airside) meeting and greeting the passengers from point of notification upon arrival.

- Ensure that all passengers are booked into the tracking and allocation (Inform) system.
- Ensure all jobs are allocated to the CAA's mobile device (PDA)
- Ensure full customer service is provided to all PRM's at each hosting point.
- Ensure you fully adhere to the SLA times for all passengers both landside and airside.
- Expedite a smooth transfer throughout the terminal.
- Allocate the CCA to provide service, when required.
- Manage the operation proactively to ensure that flights depart on time (offloads and loading) and that customer service standards are met.
- Ensure all passengers are in the system and closed with comments were needed.
- Ensure all CEEs communicate with you immediately after arriving at the Host Desk.
- Immediately report any equipment faults and record job report numbers to the CEM/CES.
- Immediately report and record any injuries or accidents to yourself or customers to the CEM/CES.

- Airside Hosts to ensure the Pager system is being used as per the procedure.
- Identify potential SLA failures and highlight to a CEM/CES.
- Ensure passengers are greeted respectfully.
- Ensure the CEE follows the correct protocol for use of the all equipment.
- Ensure the CEE introduces themselves, asks passengers what assistance is required, explain the process and prepare the passenger for the security part of the journey.
- Complete an incident/Accident Report for any issue you may encounter, including any near miss events (recording any injuries as a result of an accident to yourself or customers).
- During delays or disruption liaise with the Allocator and handling agent to ensure that PRM passengers are kept up to date.
- The Customer Experience Host will be expected to support the Ambassador contract or any other contract as required subject to the correct training.
- Call Allocators to inform them of all extra passengers.

Person Specification:

- Effectively manage, coach and mentor team to meet service level agreements.
- Responsible for ensuring absence management processes are effectively managed for direct reports.
- Escalating any absence to HR support and/or contract administrator should triggers be met.
- Maintain staff discipline and conformance with Company and regulatory requirements, utilizing the Company disciplinary process where necessary.
- Ensure all paperwork is managed and processed in line with GDPR (general data protection regulation)

Essential

- A UK driving licence is essential for this position (max 3 points).
- Indefinite Right to work and live in the UK
- 5 year checkable employment/education history with a maximum of 4 references
- Must be willing to work weekend shifts

HEALTH & SAFETY RESPONSIBILITIES

- Follow Group and company policies and procedures at all times;
- Report any apparent deficiencies in systems of work or equipment provided that may result in failure of service delivery or risk to health and safety or the environment;
- Use all work equipment and personal PPE properly and in accordance with training received;
- Report any issues or training needs to your Line manager and /or via your divisional incident reporting system;

NOTE

This job description is intended to give the post holder an appreciation of the role envisaged for this position and the range of duties undertaken. Specific tasks and objectives will be agreed with the post

holder throughout the period of employment. The job description may be varied from time to time by the Company to reflect changes in the post holder's role and/or the needs of the business.