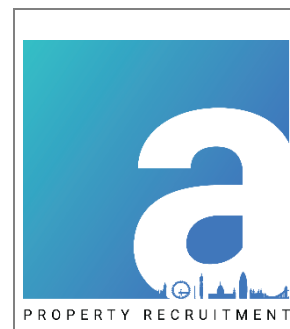


## JOB ADVERT - Details



<b>Company:</b>	Abbatt Property Recruitment
<b>Role title:</b>	Guest Relations Assistant
<b>Internal Reference Number:</b>	53
<b>Closing date:</b>	
<b>Salary:</b>	Up to £24,000 per annum
<b>Working Hours:</b>	
<b>Temporary / Fixed Term / Permanent contract:</b>	Permanent
<b>Location:</b>	London
<b>Contact details for applications:</b>	laurence.jarvis@abbatt.co.uk
<b>Role description:</b>	<p>Our client provides high-quality serviced apartments and accommodation and are on the hunt for a Guest Relations Assistant to join their team. Going the extra mile comes as second nature to them- and their ethos applies as much to their employees as it does to their guests.</p> <p>As Guest Relations Assistant, you will be joining their London customer service team and be responsible for maintaining great relationships with their guests as well as preserving a smooth flow of communication between their office and field-based teams. This is a fast-paced challenging role that involves finding the best solution to keep their guests smiling.</p> <p>Based at the company's premises in London but required to travel to the Bristol office, visit apartments and meet with guests and suppliers as appropriate. Travel to other cities may also be required.</p> <p><b>Key Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Management of all guests requests</li> <li>• Ensuring all guest requests, issues or queries are resolved without any delays and solutions are communicated to the relevant teams</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensuring guests are kept fully up to date on the progress of any outstanding requests or issues</li> <li>• Managing guests and bookers expectations</li> <li>• Ensuring any complaints or damages are dealt with quickly and effectively and escalated appropriately</li> <li>• Maintaining contact with guests in line with the company's contact programme</li> <li>• Day-to-day coordination of all daily arrival's and special requests</li> </ul> <p><b>About You</b></p> <p>Our client is looking for someone with a guest relations background or receptionist experience (preferably corporate). You will have plenty of enthusiasm and drive and a client-centred approach to providing unparalleled customer services are absolute musts. Important:</p> <ul style="list-style-type: none"> <li>• Excellent interpersonal skills</li> <li>• A diplomatic, sensitive approach to customer services</li> <li>• Ability to multi-task and to co-ordinate and manage daily projects from concept to completion</li> <li>• Highly organised with strong time management and prioritisation skills</li> <li>• Proven problem-solving skills</li> <li>• Adaptability and the flexibility to thrive in a 24-hour business environment</li> <li>• IT literate: Internet browsers and Microsoft Office, you will be trained additional systems being Sugar and Oscar</li> <li>• Educated to A-level standard</li> </ul> <p><b>What they can offer you:</b></p> <p>£21,000 - £24,000 per annum</p> <p>In addition, our client offers some great benefits including: company health care scheme, 5 stays per year in their London apartments, regular treats and social get-togethers ranging from the Inflatable 5k run to bowling and escape room events.</p> <p>They will support you with ongoing training and development to help you to reach your full potential and thrive in your career.</p> <p>Apply with your CV today.</p> <p>Unfortunately, if you've not heard from us within two weeks, please assume your application has not been successful on this occasion.</p>
Company website (optional):	<a href="https://www.abbatt.co.uk/job-search/job-details/?id=guest-relations-assistant-393442">https://www.abbatt.co.uk/job-search/job-details/?id=guest-relations-assistant-393442</a>