



NORWICH AIRPORT LTD

JOB DESCRIPTION

JOB TITLE:	EXECUTIVE LOUNGE HOST (ELH)
DEPARTMENT:	CUSTOMER SERVICES
REPORTS TO:	CUSTOMER SERVICES SUPERVISOR (CSS)

The Executive Lounge Assistant (ELH) reports directly to the Customer Services Supervisor (CSS).

Main Scope and Function of Job

To ensure the smooth and efficient arrival, registration and departure of all Executive Level and VIP guests. To proactively ensure these guests' needs and special requirements are met and exceeded at all times. To ensure all food and beverage items are continuously stocked and available for all customers at all times. To ensure all tables are continuously kept clean and crockery and cutlery is washed and replenished accordingly. To create a memorable and lasting experience by delivering an exemplary level of customer service to each and every visiting customer.

Environment

Shifts are between the hours of 0400 to 0000 7 days per week, 365 days a year and these are subject to change at short notice due to operational reasons i.e. delays, diversions, cancellations or additional movements. This will consist of early and late shifts. Hours of work will be from the opening of check-in for the first departing flight through until the last flight departure. The post holder may be required to stay beyond their rostered finish time during flight delays and disruption. The post holder must be available and have a willingness to work flexible hours and this includes unsociable hours, weekends and seasonal holidays.

Supervisory Responsibilities / Decision Making Authority

The post holder reports to the CSS.

The post holder has no supervisory responsibilities, however may be required to assist newly trained staff in gaining practical experience of routine procedures.

The post holder will be expected to work on their own initiative and make decisions based on standard published procedures or in the interest of customer service, efficiency or safety.

Main Duties & Responsibilities

- To prepare the executive lounge for service by completing the tasks specified on the opening/closing duties report.
- To welcome and register customers into the executive lounge, processing entry cards and taking payment if required.
- To continuously liaise with the CSS to maintain required stock levels at all times and ensure that the correct equipment is in place for the shift.
- To ensure all food and beverage items are continuously stocked and available for all customers at all times.
- To adhere to the Service Level Agreements (SLA's) in place with individual airlines.
- To ensure that the correct cleaning is carried out on a daily/weekly basis.
- To complete daily reports and administration duties.
- To report any loss/breakages or shortages in equipment as well as reporting any dangerous, damaged or faulty equipment and accidents which may occur.
- Follow all procedures and processes to complete tasks in compliance with operational targets, safety requirements and standard operational processes and to have sound knowledge of the company's safety reporting system (OSHENS) to maintain a safe environment at all times.
- To pass on feedback to the CSS from customers and to feedback any areas of concern relating to customer satisfaction that may occur during service and to have sound knowledge of the company's complaint handling procedure.
- Being accountable and taking ownership of the entire customer experience whilst remaining resilient in the face of adversity, applying a constructive approach to finding solutions.
- Any other ad-hoc duties within the Customer Services department as directed by the CSS or management team which may include accessing airline check-in and reservation systems.

Assignment/Source of Work

Main source of work is generated by the airline schedules. The post holder will receive instructions from the CSS but will also be required to be self-motivating as much of their working day will consist of lone working.

Contacts & Relationships

Contact with a wide variety of internal departments at the airport including: Security, Ground Services, Flight Dispatch, Fire Service, Parking Services, Cleaners and Caterers. Also liaises with other airport management in the absence of a more senior member of staff within the department.

External contacts include: Airline operators, Courier Services, Tour Companies, Hotels, Coach Companies and Taxi services. Also contact with the Police, Special Branch, UK Border Force officers.

REQUIREMENTS

Qualifications / Education

- Good basic education standards to GCSE level, especially English and Maths with a second language being advantageous.
- IT literate.
- Full clean Driving Licence.

Experience

- Previous work within the hospitality industry.
- Knowledge of airport & aviation procedures.

Specialist Training

- Customer Services Induction.
- Basic Food Hygiene Certificate (training provided).
- First Aid Responder (training provided).
- Fire Extinguishers – implementation of emergency procedures.
- Fire Safety – training on a regular basis.
- Security Awareness – training on a regular basis.
- Health & Safety Awareness.
- Manual Handling.
- PRM/Disability Awareness.
- Emergency Procedures.
- Oshens.

Aptitude / Skills

- Liaise with customers and colleagues in a polite and efficient manner.
- Pleasant outgoing personality.
- Ability to work to tight schedules and with accuracy.
- Of smart appearance adhering to company uniform regulations at all times.
- Ability to remain calm and methodical in stressful situations.
- Lead by example.
- An open mind and receptive to change.
- Exceptional communication & organisational skills.
- Highly self-motivated.
- Open minded and able to adapt to a fast paced, ever changing environment.

- Able to remain calm under pressure.
- Exhibits the utmost professionalism and maintains a positive 'can do' attitude in all interactions whilst professionally representing the business at all times.
- Aged 18 years or over.
- To undertake appropriate training as agreed with the Terminal Services Manager and to take responsibility for self-development.