



## Role Profile

<b>Job Title:</b> Customer Liaison Officer	<b>Role Profile Number:</b> SBC_11985
<b>Level: 4</b>	<b>Date Prepared:</b> September 2023
<b>Directorate/Group:</b> Operations	<b>Reporting to:</b> Hotel and Guest Experience Manager
<b>Structure Chart attached:</b>	No

### Job Purpose

- To ensure the highest level of customer service to each guest within the hotel, being the first point of contact for face to face encounters, telephone and email correspondence.
- Be responsible for front of house activity including reception, bookings, housekeeping enquiries safekeeping of luggage, concierge services, guest satisfaction and other valuable items and resolution of any guest issue.
- Be the point of contact for the hotel's booking system, ensuring all members of staff are sufficiently trained.
- Be responsible for the creation and upkeep of brand standards pertaining to guest satisfaction.

### Key Accountabilities

- Review arrival lists to ensure all requests are satisfied.
- Matrix management of all front of house staff in the delivery of great customer service.
- VIP guest management including room checking, ensuring concierge service is available and problem resolution within a framework.
- Preparation of welcome folders for guests including the most up to date information relating to the hotel and its current offers.
- Provide information about hotel amenities, park facilities and promote services within an upselling environment.
- Anticipate the needs of our guests and be proactive in providing solutions before there is a problem and provide assistance with tasks such as follow on transport and taking messages.
- Address any customer complaints and seek resolution within the Hotel framework.
- Support in the recruitment and training of new front of house staff.

- Support the kitchen with menu preparation and conveying details on Chef Specials available within the hotel.
- Attend and contribute to meetings with staff, senior management, events and marketing team as well as guest show arounds where required.
- Lead daily briefings with Front of House staff
- Keep and grow a contact list for other agencies, partners and prospective clients, building and maintaining relationships.
- Support the events team and front of house to deliver an excellent experience for our guests.
- Deputise for Hotel and Guest Experience Manager as required.

### **Supplementary Accountabilities**

- Prepare daily/weekly/monthly check sheets for front of house activity and carrying out audits to ensure compliance.
- Assist with Company briefings to all staff and attend all training as directed.
- Ensure shift handover runs smooth between day staff and concierge staff.
- Be able to work unsociable hours across a 7 day week including occasional night shifts when required
- Prepare and present reports on the operational activity within the hotel as requested.

### **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

- Proven experience within a customer liaison / concierge role
- Good knowledge and experience of the hospitality industry standards.
- First rate customer service experience and a professional attitude.
- Experience and evidence of using Guest Feedback and dealing with guest complaints to improve the guest experience.
- Excellent organisational and time management skills

### **Qualifications**

- Diploma in Hospitality management or compensatory experience in a similar role
- Ability to speak more than one language is advantageous
- Personal Alcohol Licence is desired

### **Decision Making**

- Guest satisfaction and problem resolution within a framework

- Procurement of consumables and equipment.
- Scheduling and resource management.

**Creativity and Innovation**

- Guest welcome packs and promotional materials
- Development of products and services- must be adaptable and flexible to the changing marketplace

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>• Matrix Management of Concierge and Front of House staff as required</li> </ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>• Guest room allocation</li> <li>• Room cleaning allocation</li> <li>• Room Checks/standard checks</li> <li>• Guest check backs</li> <li>• Service delivery</li> <li>• Event support</li> <li>• Restaurant checks</li> <li>• Reception activity</li> <li>• System management and training</li> </ul>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>No</p> <p>Ability to work within an agreed budget of £500 for guest satisfaction.</p> <p>Personal IT equipment Hotel IT equipment and resources.</p>
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**Contacts and Relationships**

*(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- General Public
- *Guests*
- *Operations Director and other senior manager*
- *Councillors*
- *Other agencies and partners*

**Values and Behaviours**

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

**Other Key Features of the role**

Ability to work flexibly across 7 days and across the Hospitality Structure

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name:
<b>Date:</b>	