

Back of House Guest Ambassador

Job Purpose

We are seeking a highly experienced individual who has an extensive knowledge in customer service and can provide our 5-Star back of house service delivery whilst maintaining a subtle, yet visible security presence within a newly built prestigious development in Mayfair, London.

This is a fulltime role, working 4 on 4 off shift pattern from 0700 – 1900hrs and 1900 – 0700hrs.

We offer a competitive rate of pay and you will be entitled to 28 days holiday per annum including bank holidays.

At Croma PROception we pride ourselves in offering an exemplary welcome to our clients, combining the three key disciplines of reception, concierge and security.

Key Responsibilities

- Deliver a 5–star guest experience at all times
- Provide a professional first impression and deliver beyond client/visitor expectations
- Ensure all visitors experience the full customer journey
- Provide and maintain a consistent superior level of customer service at all times
- Management of any post and deliveries in the absence of the Post room operative
- Sensitive customer interaction while maintaining a cohesive acknowledgement of all guests
- Be seen as a visible customer focused professional by being proactive and greet clients and visitors where possible
- Anticipate any action client requirements in a professional manner
- Provide a consistent professional service at all times
- Visitor contractor management
- Ensure all landlord contractor access is pre-authorized and in accordance with risk assessment/permit to work conditions
- Management of First Aid box and maintaining inventory checklist
- A high level of discretion is required with all VIP arrivals
- Handle all incoming telephone calls and enquiries in an efficient and sincere manner
- Provide a high level of concierge services and have a wide knowledge of provisions within local and surrounding areas.
- Key management
- Management of cycle store access
- Assist Occupier Services Management to oversee access arrangements for occupier fit-outs ensure they adhere to site rules and procedures
- Ensure the reception area is kept clean and tidy providing a safe environment for all visitors
- Maintain a high security awareness at all times
- Complete a full detailed handover at the end of each shift

Person Specification

- Professional, highly driven, flexible, enthusiastic, proactive, self-motivated team player
- Holds a true passion for high standards of customer service delivery
- A keen interest and high level of IT/computer skills would be an advantage
- Ability to provide 5-star guest experience
- Previous experience in hospitality or a customer service facing role
- Excellent interpersonal skills and the ability to interact with people at all levels
- Immaculate presentation
- Intuitive customer related logic
- Excellent telephone etiquette
- Ability to work independently with confidence, using own initiative as required
- Look for opportunities to enhance client/visitor experience
- Clear, concise and confident communication skills which are customer service orientated with a very keen eye for detail
- Confidence and common sense to access and utilize expert resources when making decisions
- Maintain and practice a high degree of confidentiality at all times
- Computer literate with good email etiquette. Use of concierge and Microsoft systems is an advantage
- Have an acute sense of security awareness
- Valid SIA licence preferred but not essential
- 5 years of continuous work employment history without gaps and verifiable work history

If you are interested in applying for the position please e-mail your CV to catreona.archibald@cromaproception.com