

## **Front of House Guest Ambassador – Evening Shift**

### **Job Purpose**

We are seeking a highly experienced individual who has an extensive knowledge in customer service and can provide our 5-Star front of house service delivery whilst maintaining a subtle, yet visible security presence.

This is a fulltime role, working 3pm – 11pm, Monday to Friday and is based within one of our trophy buildings in Fitzrovia.

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  
Lobby hosting and lift escort management
- 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
- Issue visitor passes using agreed sign in and out policies and procedures
- Ensure that on the day, meeting room/media suite bookings/queries or changes are dealt with efficiently
- Communicate where required visitor or client arrivals with a high level of discretion  
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.
- Ensure all fire exits are kept clear. Health & Safety issues are reported
- Ensure all landlord contractor access is pre-authorized and in accordance with risk assessment/permit to work conditions
- Handle mail and courier enquiries with discretion and sensitivity  
Provide administrative support/incident report writing
- Ability and fore sight to create a safe environment for all guests and visitors  
Maintain a high security awareness at all times
- CCTV interaction where required
- Complete a full detailed handover at the end of each shift  
First Aid and Banksman training required

## **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
- 5 years of continuous work employment history without gaps and verifiable work history

