

Guest Relations Representative

Role Description (purpose):

A Guest Relations Representative is responsible for responding to guest feedback in a variety of mediums, predominantly by phone but by email and letter as required. They will champion our brand to ensure it is represented at all times with the focus on positive resolution for guests and maintaining customer loyalty. They will work proactively and flexibly across teams to resolve guest feedback issues with a focus on resolving issues at first contact and primarily by telephone.

RUI: (if updating existing JD)	320	Grade: CUK13	DBS check required	Not Applicable
Directorate: (Operating Company where Applicable)	Shared Services	Reports to:	Guest Relations Team Leader	
Function:	Contact Centre Operations	Team:	Guest Relations	
Direct reports :	Job Titles & Level • N/A			

Accountabilities

Responding to Guest Feedback

- Respond to guest feedback/complaints with empathy and a solutions focused approach
- Take ownership guest feedback/complaints through to resolution
- Work proactively to identify the root cause of the feedback/complaint
- Working collaboratively with other teams to support in resolving guest feedback/complaints
- Respond to all guest complaints with a high standard of professionalism, exceeding guest expectations with response time and quality
- In all instances look to resolve complaints at the first point of contact
- Proactively assist colleagues under pressure to assist with guest complaints/feedback with the focus on resolution and positive outcome for our guests

Supporting Contact Centre and Third Party Providers

- Provide guidance and expertise in supporting Contact Centre and Third Party providers when responding to guest feedback/complaints

Guest Relations Process and Systems

- Log feedback into the system ensuring all subjects are recorded with detail and accuracy
- Ensure that all compensations are logged within the system to ensure accurate tracking
- Follow departmental guidelines to ensure a consistent approach to feedback and escalate to Team Leader when you view exceptions to be required
- Prioritise guest complaints/feedback seeking guidance from Team Leader where required
- Take ownership of workload working within SLA's and with quality

Brand Knowledge

- Comprehensive knowledge of brand to build guest confidence and guest relationships
- Understand the customer journey from booking, pre and post cruise

Administration Responsibilities

- Various administrative responsibilities to support other areas of the business
- Maintain accurate employee records and update when required to include performance, absence and HR conversations
- Provide timely feedback when requested and work within strict timescales

Health, Environment, Safety, Security (HESS) Responsibilities

- Lead by example by taking care of the health and safety of you and others
- Report all accidents, 'near miss' incidents and work related ill health conditions to your manager/supervisor/team leader
- Follow safety rules and procedures
- Use work equipment, personal protective equipment, substances, and safety devices correctly
- Take part in safety training & risk assessments and suggest ways of reducing risks
- Appoint shore side risk assessment Subject Matter Experts as required to review and approve risk assessments
- Actively promote safe working within your team and encourage safe behaviours
- Demonstrate safety leadership in accordance with our safety leadership behaviours

General Responsibilities

Adheres to Corporate Policies and Procedures, including Code of Conduct, Audit Procedures and any control related responsibility for financial data entered, stored, or reported via business systems within employee's control (list not exhaustive).

To undertake ad hoc duties as required.

Scope:

Problem solving:

- Good problem solving skills identifying relevant solutions to customer complaints / feedback
- Natural ability to probe and explore situations to ascertain relevant information
- Takes ownership of problems
- Ability to suggest improvements/recommendations

Demonstrable Behaviours (what needs to be demonstrated in 'how' to be successful in the role) :

Self Mastery

Is direct, truthful and trusted, and can see how own behaviors impacts others. Learns from experience, feedback and takes action to continuously improve. Faces difficult issues with a positive attitude.

Improve & Innovate

Remains calm when facing uncertain situations. Appreciates both internal and external customer needs to inform action. Generates useful ideas that are new, better and enhance guest or people experience. Implements efficient and sustainable solutions.

Engage & Empower

Provides input and takes ownership of tasks. Seeks to understand different perspectives. Treats everyone as an individual. Supports others and contributes to a positive working environment.

Accountability & Commerciality

Displays a can do attitude in good and bad times. Follows through on commitments. Takes personal responsibility for decisions, actions and failures. Makes decisions based on facts, guest and people experience.

Inspire & Achieve

Comfortable with dealing with concepts and complexity. Looks ahead to propose future solutions and ideas. Understands the vision and recognizes their contribution. Has a clear connection between own aspirations and goals to the company goals.

Knowledge, Experience and Qualifications required:

Qualifications – essential:

- GCSE/O level English language and Mathematics or equivalent

Knowledge/ Experience – essential:

N/A

Qualifications – desirable:

- NVQ in Customer Service
- Recognised qualification in Travel & Tourism e.g. Degree, HND, BTEC Diploma

Knowledge/ Experience – desirable:

- Previous experience with Customer Service environment
- Travel agency or tour operator background

Issue Date:	August 2020	Issued by (name):		
REWARD ONLY	Grade:CUK13	RUI: 320	Date Approved:	Initials: