**BG (Lincoln) Ltd**

**JOB DESCRIPTION**

**Title: Customer Service Assistant – Longdales House**

**Hours: Permanent – 30 hours per week**

**Salary:** **£14717.50 pro rata**

**£7.65 per hour**

**Reporting to: Team Manger (Commercial)**

**Job Description**

We are looking to recruit a Customer Service Assistant into our longdales House business who will work in collaboration with the wider team to enhance the experience of our customers.

As well as taking and monitoring bookings from several sources, you will act as the first point of contact when guests book in and you will look to help resolve any issues as they arise.

This is a truly hands on role encompassing many aspects of running a busy guesthouse. You will need an excellent telephone manner and must have a working knowledge of Microsoft word and excel.

As part of the role you will with our social media output, help replenish room stocks and complete laundry returns.

Working hours will include regular evening and weekend shifts.

**Key Tasks**

* To deliver service excellence and develop the customer experience within Longdales House.
* To develop bookings through telephone and social media contact.
* Adopting responsibility for the booking in of guests. This will include meet and greet and key allocation to guests using the Salto key system.
* Reporting of maintenance issues in a timely manner to ensure room availability and resolution of guest issues.
* To ensure that Longdales House meets the agreed regulatory compliance frameworks in relation to Health and Safety.
* Responsible for cash handling and reconciliation of monies and for the generation of sales reports.
* Helping with the Social medial plan, updating the website, ticketing systems, and twitter/Facebook accounts.
* Answering queries and offering information face to face, over the phone and via email.
* To develop relationships with key staff across other areas of the operation.
* Attend appropriate training and staff development sessions, and participate in an annual performance review process.
* Comply with the University and BG (Lincoln) Ltd’s Health and Safety Policy, legislation and practice.
* Maintain professional standards in relationships, including non-discriminatory practices.
* Undertake any other duties as may reasonably be required, including administrative duties appropriate to the role.
* The post holder must operate within the guidelines, procedures and regulations of Bishop Grosseteste University and BG (Lincoln) Ltd.
* The post holder must operate within the University’s and BG (Lincoln) Ltd’s Financial Regulations, Diversity and Equality Policy, Race Equality Policy and other relevant policies.

**BG (Lincoln) Ltd**

**PERSON PROFILE**

**CUSTOMER SERVICE ASSISTANT (LONGDALES HOUSE)**

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|  | **Core** | **Supplementary** |
| **Education/qualifications and special training** | 5 GCSE passes or equivalent at grade C or above.  Hospitality based apprenticeship (level 2 or higher) | Bed and Breakfast/guesthouse experience or hotel reception.  Alcohol / Age Related Sales training. |
| **Experience** | Experience gained within a customer service environment. |  |
| **Knowledge and skills** | Able to use and utilise Microsoft Office applications, especially Word, Excel and Power point.  Able to manage a busy and diverse workload, prioritising and responding to situations in a calm and professional manner.  Effective communication skills; approachable and supportive, able to sustain good working relationships. | Knowledge of booking systems e.g. EVIVO |
| **Personal attributes** | An ability to communicate with a mixed age group.  Ability to work as part of a team.  Adaptable to changing demands.  Professional attitude at all times. |  |