

JOB DESCRIPTION:

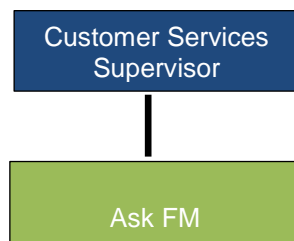
Ask FM

Function:	Operational Management
Generic job:	Front of House Operative
Position:	Ask FM
Job holder:	
Date (in job since):	New position
Immediate manager (N+1 Job title and name):	Customer Services Supervisor
Additional reporting line to:	Workplace Manager
Position location:	Quilter Plc - Southampton

1. Purpose of the job

- The first impression of our client business, this role needs to deliver impeccable service excellence with attention to detail, always anticipating customer needs
- This position requires an individual who is a team player with a methodical approach, excellent communication, organisational & planning skills with the ability to challenge and review services
- The role requires a warm, friendly & dynamic individual with the ability to multi task in a pro-active team to deliver an exceptional level of service
- Ensuring all building occupants, visitors and guests receive the highest level of service in a pleasant clean and safe environment

2. Organisation chart



3. Main assignments

- Offer an outstanding guest experience from greeting to host delivery and subsequent guest check out, acceptable service is provided at all times
- To proactively and effectively bond the coordination, planning and organisation of the Front of House Services including – security, reception, client meeting suite, visitor lounge/waiting spaces, helpdesk services, concierge, meeting room reservations and any other associated services
- Ensure the cleanliness and housekeeping of designated and surrounding areas are at the highest standard

- Provision of a visitor concierge services anticipating guest needs and providing accurate information and services
- Represent company providing a professional, efficient welcoming manner, ensuring all enquiries are handled effectively and accurately within the agreed service level requirements
- Assist the Customer Services Supervisor and Front of House colleagues in the efficient day to day operation
- Comply with Company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH
- Notify any Client associates, guests or visiting contractors to site awareness of emergency evacuation procedures
- Responsibility and day to day operation of the client meeting suite, ensuring room set up and cleanliness and smooth use of the room by users, to include prompt hospitality deliveries and room servicing.
- Ownership and accountability of all visitor waiting lounges ensuring impeccable standards are in place at all times.
- Ensuring AV support is provided to clients using appropriate rooms and escalating site IT connection facilities
- To deliver the ultimate experience when visiting site
- To always look for time efficient ways of completing any activity
- Communicate effectively with all team members and participate in all contact activities
- You will be expected to undertake all reasonable tasks in line with business requirements.

4. Person Specification

Essential

- Previous experience of providing similar service as part of a multi-skilled workforce to blue chip organisations or within prestige environments such as 4/5 star hotels with a strong focus on customer service
- Good understanding and experience of ensuring focus is on individual customer requirements and care whilst meeting required service levels
- Immaculate appearance and cleanliness principles, understanding the needs of the client, willing to adjust to their requirements
- Exceptional written and verbal communication skills, capable of conversing with people of all levels.
- Reliable and trustworthy with ability to work on own
- Flexibility that is focused to delivering exceptional customer service
- Attention to detail with a Can Do Attitude
- Excellent listening, prioritisation and interpersonal skills
- Ability to handle feedback in a calm, structured and professional manner
- First-rate computer skills, proficient in the latest technology

Desirable

- First aid trained
- Self motivated and able to work without supervision
- Conferencing and AV technical knowledge

5. Competencies

■ Growth, client and customer satisfaction, quality of services provided	■ Industry acumen
■ Rigorous management of results	■ Analysis and decision making
■ Leadership and people management	■ Planning and organising
■ Innovation and change	
■ Brand notoriety	

6. Management Approval

Version: 01	Date: January 2020
Document Owner:	

7. Employee Approval – To be completed by employee

Version: 01		Date	