



OMNISERV
An ABM Company

Job Title: **Ambassador**

Location: **Heathrow Airport, all terminals**

OmniServ has earned a great reputation for providing best-in-class service for many of the world's leading airlines. We focus heavily on the welfare, support and engagement of all our employees. Our team of highly skilled and engaged Ambassadors are the driving force behind our company.

Our teams consist of ambitious and motivated individuals who contribute to making a fun and friendly work environment.

The role of an Ambassador is to ensure a smooth, seamless passenger journey through Heathrow airport by assisting, welcoming and engaging with passengers to deliver legendary service. Our Ambassadors are flexible and can proactively react to our passenger needs.

We expect our Ambassadors to be proactive constantly looking for opportunities to assist passengers without being asked – look for that question mark on their faces, anticipate their potential needs before they approach you!

We look for people who enjoy helping others, and who are naturally happy, smiley people!

Full customer service, wheelchair and buggy training will be delivered.

Duties:

- Be fully aware of all our customer requirements and the various methodologies used
- Assist in resolving passenger queries and complaints as required, record positive or negative feedback or comments in writing; - always communicate to Team Leader or Supervisor any feedback which is received either way
- Ensure that all necessary updates and other information are passed on to colleagues
- Ensure the Team Leader or Supervisor are kept fully updated on all correspondence and daily activities – always provide a Hand-over at end of shift
- Be a role model- *you are always on stage*, demonstrating the key HAL standards and CARE model (*Courteous, Approachable, Ready to help and Expert*)
- Excellent communication skills, both written and verbally in the English language.
- Second language preferred but not essential
- An ability to deliver excellent standards of customer service – *Legendary Service*
- To be smart and professional in appearance.
- To be polite and courteous to passengers at all times including, potentially, conflict situations.
- To be approachable at all times and ready to help, wearing a smile.
- To use tablet technology to note feedback and comments from passengers which could help improve operations – particularly when it is of a recurring nature.
- You will be working 8.5 hours shifts. Shifts can start as early as 4:30 a.m. and can finish as late as 11:00 p.m. available to work any of the 7 days per week.

- All applicants must have the right to work in the UK, must undertake a CRC (Criminal record check) and provide us with a 5 year checkable referencing history.
- Be able to maintain high levels of customer service while working under pressure
- Assist customers to their connecting flight
- Deliver exceptional customer service to all internal and external customers.
- Explain the process to the passenger and prepare them for the next steps
- Follow protocol for all terminal equipment
- Complete an incident/Accident Report for any issue you may encounter, including any near-miss events (recording any injuries as a result of an accident to yourself or customers).
- Comply with all relevant safety procedures.
- The Ambassador will be expected to support the Passenger Service Agent PRM contract or any other contract as required subject to the correct training.

Requirements:

- Indefinite Right to work and live in the UK
- This is an active role that required you to be physically fit.
- 5-year checkable employment/education history with a maximum of 4 references
- This role will be shift working with potential early and late shifts, any of the 7 days per week, any day during the year (including bank holidays).
- OmniServ are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.

Is this YOU?

- Do you want to be a part of our team making a difference on our customer's journey?
- Are you aware, how your individual behaviour shapes a passenger's experience?
- Are you eager to learn new skills?
- Are you an organized logical thinker?
- Are you able to make quick and rational decisions?
- Do you have great problem-solving techniques?
- Do you have the ability to adapt quickly to unforeseen situations?
- Do you possess great communication and listening skills?
- Able to multi-task and carry out duties in a dynamic environment?
- Are you at least 18 years of age?
- Are you eligible to work in the UK?
- English proficiency is a must BUT other languages would be considered a bonus too
- Are you computer savvy?

Why us?



OMNISERV
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Are you passionate about learning? You would receive paid training with our highly knowledgeable and top performing training department in the new Centre of Excellence.

We also offer:

- Excellent career prospects
- Overtime opportunities
- Excellent rates of pay
- Company Uniform

Why we need you? And why the customers' need us?

Airports are hugely stressful environments and our frontline teams are at the forefront of reducing travellers' anxiety and stress by:

- Sharing their knowledge – they are the experts after all
- Helping customers prepare at check-in or as they go through security
- Ensuring customers are able to remain with travel partners at all times
- Ensuring they understand what to expect as they travel through the airport
- Helping them navigate their way through the airport, maybe reading a departure board or sign for them
- Making their journey unforgettable for all the right reasons
- Ensure a single passenger receives an exceptional customer service

It's amazing fun to work in a company where people truly BELIEVE in what they're doing and making a difference.

Job Types: Full-time, Permanent

Salary: £8.21 /hour