



Job Description

Job Title: Customer Experience Host

Location: London Heathrow Airport

Reporting To: Customer Experience Supervisor (CES)

Direct Reports: 0

Pay rate : £11.28per hour

Purpose:

To greet all passengers at the host desk ensuring that high standards of service are maintained. The Host should ensure that they provide all passengers with legendary service, assess requirements of the passenger and allocate Passenger Service Executive (CEE)

Key Responsibilities:

- To man the host desk (either landside or airside) meeting and greeting the passengers from point of notification upon arrival.
- Ensure that all passengers are booked into the tracking and allocation system.
- Ensure all jobs are allocated to the CEE's mobile device
- Ensure full customer service is provided to all PRM's at each hosting point.
- Ensure you are fully adhere to the SLA times for all passengers both landside and airside.
- Expedite a smooth transfer throughout the terminal.
- Allocate the Passenger Service Executive to provide service, when required.
- Manage the operation proactively to ensure that flights depart on time (offloads and loading) and that customer service standards are met.
- Ensure all passengers are in the system and closed with comments were needed.
- Ensure all CEEs communicate with you immediately after arriving at the Host Desk.
- Immediately report any equipment faults and record job report numbers to the CEM/CES.
- Immediately report and record any injuries or accidents to yourself or customers to the CEM/CES.
- Airside Hosts to ensure the Pager system is being used as per the procedure.
- Identify potential SLA failures and highlight to a CEM/CES.
- Ensure passengers are greeted respectfully.
- Ensure the CEE follows the correct protocol for use of the all equipment.
- Ensure the CEE introduces themselves, asks passengers what assistance is required, explain the process and prepare the passenger for the security part of the journey.

- 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).
- During delays or disruption liaise with the Allocator and handling agent to ensure that PRM passengers are kept up to date.
- The Customer Experience Host will be expected to support the Ambassador contract or any other contract as required subject to the correct training.
- Call Allocators to inform them of all extra passengers.

Essential:

- A UK driving licence is essential for this position (max 3 points).
- Indefinite Right to work and live in the UK
- 5 year checkable employment/education history with a maximum of 4 references
- Must be willing to work weekend shifts

Carry out any reasonable task requested. This description is an outline of the role and it is expected that key task will vary with the demand of our client and operation base.

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.