

Guest Services Assistant

Welcome all guests to the Dartington Estate and act as a point of contact for Estate accommodation and general enquiries.

SOME OF THE MAIN THINGS YOU WILL BE DOING:

- Act as the first point of contact for all visitors to the Dartington Estate, ensuring consistently warm, professional, and excellent customer service to all.
- Maintain high standards of hospitality, processing accommodation bookings, upselling, and accurately processing welcome centre daily duties.
- Coordinate guest accommodation enquiries and check guests in/out in a friendly way, creating positive guest experiences.
- Flexibility to work across all our accommodation options on the Estate including, but not limited to, our 50-bedroom hotel, seasonal campsite and air BnB property.
- Assist in running of the gift shop when required.
- Ensure a good working relationship and excellent levels of communication with all departments.
- Encourage customer feedback in order to improve standards and service. Follow our customer complaints policy ensuring all communication is logged and disseminated correctly.
- We are looking for somebody who is proactive, able to multitask under pressure, and shows initiative with a commitment to great customer service.
- Promote a safe, healthy and secure environment for both staff and guests.
- Our Department is open 364 days a year (We are closed on Christmas Day) and shifts may vary. We will require you to be flexible and able to work a variety of shifts and over holiday periods.
- This is a diverse role and duties change throughout the year to meet the needs of the business. These duties aren't exhaustive but this job description covers most of the work you'll be doing.

ROLE DETAILS:

DEPARTMENT: Hospitality

REPORTING TO: Accommodation Manager

WHAT YOU WILL BRING TO THE ROLE:

- Experience of working within a customer facing team with proven previous experience of delivering excellent customer service in a commercial environment.
- Excellent communication and interpersonal skills.
- Efficient telephone skills.
- Excellent ICT skills, including Microsoft Office and booking systems.
- Able to solve problems and contribute to the smooth running of the department.
- Able to work both independently, using judgement and initiative, and as part of a busy team.
- First Aid at Work and a professional qualification in Customer Service is desired but not essential. However, an ability and willingness to undertake further training is a must.
- Have a good understanding of and work towards the purpose, values and strategy of Dartington.
- Commitment to work hard and act in Dartington's best interests at all times.

