

Job title	Executive Lounge Service Assistant
Reports to	Executive Lounge Manager / Executive Lounge Supervisor
Responsible for:	N/A

1. Purpose and Scope

- As an Executive Lounge Service Assistant your role will be to ensure all of our customers have a great experience during their stay in the Executive lounge. Executive Lounge Service Assistants welcome our guests, checking them in using our booking system and explaining the available services. Duties will also include serving and preparing food and drinks and ensuring the lounge is complaint at all times to legal requirements. Processing deliveries and stock replenishment is also a key aspect of the role ensuring our lounge has enough stock to meet customer demands. The role will also include working in other hospitality areas operated by the airport outside of the executive lounge. The executive lounge service assistants will also be required to support onsite and offsite functions as required by the business.

2. Key Accountabilities and Role Outputs

- Customer service is a key aspect of the role, ensuring customer expectations are met and Cardiff Airport standards are delivered. The Executive Lounge Service Assistant's welcome guests and use a computer system to check entry eligibility and process payments. At the end of each day, they are required to validate all entries on the booking system making necessary adjustments securing correct airport income.
- Executive Lounge Service Assistants are required to deal with all queries, enquires and complaints from guests and to respond in a timely and professional manner escalating to the Executive Lounge Supervisor when necessary. Actively using the Cardiff Airport CRM system to record all guest feedback.
- Responsible for providing accurate and timely flight and gate information to guests. Ensuring effective communication with all guests be it in person, via the tannoy, via telephone or email.
- Ensuring all lounge facilities are in a useable, safe and clean condition reporting any shortcomings or defects to the appropriate channels.
- Working under the direction of the Executive Lounge Supervisor to undertake day-to-day administrative tasks.

- Undertake a number of guest surveys per month as agreed with Executive Lounge Manager.
- Undertake food preparation to meet the needs of the company and the demand of the customer, preparing and serving food, meeting all regulatory requirements. Completing all necessary paperwork.
- Operating the bar, serving drinks and ensuring that all guests are aware of Cardiff Airports “Save the High Spirits” campaign.
- Operate the coffee station within the lounge.
- As part of a rotation and as and when requires operate the mobile hospitality unit within the airport and at onsite/ offsite events when required.
- Assist with the operation of any further mobile/pop up catering facilities at the airport on behalf of the commercial team.
- Complete daily, weekly and monthly cleaning tasks to ensure the Executive Lounge maintains the highest standards. Completing all necessary paperwork.
- Complete daily, weekly and monthly cleaning tasks to ensure the mobile units maintain the highest standards. Completing all necessary paperwork.
- Executive Lounge Service Assistants will be required to undertake all aspects of stock management including counting stock, assisting with orders, handling deliveries, stock rotation and replenishing the servery when necessary to ensure sufficient stock is available for our guests within the lounge and on the mobile units.
- Completing all Health and safety paperwork and reporting all near misses and accidents through the airports correct reporting channels.
- Attending all team meetings and airport training sessions.
- Collaborative working is a key element of the role and you may be required to work and assist other operational departments such as the Airport Duty Managers, PRM or Car Parks. This list is not exhaustive and may change due to operational needs.
- In the event of an emergency situation, you will participate and coordinate as directed by a member of the Airport Operations team, the Airport Emergency Evacuation Procedures and detailed in the Emergency Orders, providing first aid treatment when required to customers and internal staff.

This job description is intended to reflect the post holder’s duties that would normally be expected to be undertaken. Owing to the nature of the post, the above duties are not exhaustive and the company may require you from time to time to undertake additional duties within your capabilities.

3. Health and Safety

It is our intention to demonstrate an ongoing commitment to improving health and safety at work throughout the airport. We will comply with all requirements of health and safety legislation.

In order to do this, all staff must have a good awareness and understanding of health and safety hazards and risks that may affect themselves, passengers or other people on-site and must comply at all times with excellence in conduct, behaviour and attitude.

Senior management will ensure that:

- adequate resources are provided for health and safety;
- health and safety is adequately assessed, controlled and monitored;
- Our people are actively involved in all aspects of creating and maintaining a healthy and safe working environment.
- It shall be the duty of every employer to ensure, as far as is reasonably practicable, the health, safety and welfare at work of all his employees.

4. Skills, Knowledge and Experience

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> - A good level of general education 	<ul style="list-style-type: none"> - Coffee Barista trained - Food Hygiene level 2 - First Aid
Experience	<ul style="list-style-type: none"> - 2 years' experience in a customer facing role. - Cash handling - Working on own initiative with minimal supervision - Proven flexible approach to a variety of work 	<ul style="list-style-type: none"> - Experience in working in a food preparation environment.
Knowledge	<ul style="list-style-type: none"> - Stock control methods - Health and Safety Awareness. 	

Skills	<ul style="list-style-type: none"> - Good Communication skills - Ability to work in a team - Ability to multi task - Able to work with minimum supervision and prioritise tasks. - Ability to react and respond with positivity to rapidly changing circumstances. - Proactive and determined to deliver an excellent service. - Excellent organisational skills - Ability to understand and act consistently with the aims and objectives of the Airport 	<ul style="list-style-type: none"> - Second language
General	<ul style="list-style-type: none"> - High standards of personal appearance. - Highly motivated and dynamic individual. - Ability to work under pressure and achieve outcomes - Professional and confident - Ability to deal with difficult situations in a calm and controlled manner. 	

Employee Signature: _____ **Date:** _____