

**Job Description**

---

---

Job Title :	Guest Relations Representative
Department :	Guest Relations
Reporting to (Job Title) :	Guest Relations Team Leader
No of Direct Reports :	0
Titles of Direct Reports:	NA
Size of Department:	24 executives
Budget Responsibility (direct) :	£0
Revenue Responsibility (direct) :	£0

---

---

Date of issue:	October 2018
Issued by (name):	Vicki Hart-McLaren

---

---

**Overall Purpose of Role:**

A Guest Relations Representative is responsible for responding to guest feedback in a variety of mediums, predominantly by phone but by email and letter as required. They will champion our brand to ensure it is represented at all times with the focus on positive resolution for guests and maintaining customer loyalty. They will work proactively and flexibly across teams to resolve guest feedback issues with a focus on resolving issues at first contact and primarily by telephone.

---

---

**Main Activities and Responsibilities**

**Responding to Guest Feedback**

- Respond to guest feedback/complaints with empathy and a solutions focused approach
- Take ownership guest feedback/complaints through to resolution
- Work proactively to identify the root cause of the feedback/complaint
- Working collaboratively with other teams to support in resolving guest feedback/complaints
- Respond to all guest complaints with a high standard of professionalism, exceeding guest expectations with response time and quality
- In all instances look to resolve complaints at the first point of contact



# CARNIVAL UK

- Proactively assist colleagues under pressure to assist with guest complaints/feedback with the focus on resolution and positive outcome for our guests

## **Supporting Contact Centre and Third Party Providers**

- Provide guidance and expertise in supporting Contact Centre and Third Party providers when responding to guest feedback/complaints

## **Guest Relations Process and Systems**

- Log feedback into the system ensuring all subjects are recorded with detail and accuracy
- Ensure that all compensations are logged within the system to ensure accurate tracking
- Follow departmental guidelines to ensure a consistent approach to feedback and escalate to Team Leader when you view exceptions to be required
- Prioritise guest complaints/feedback seeking guidance from Team Leader where required
- Take ownership of workload working within SLA's and with quality

## **Brand Knowledge**

- Comprehensive knowledge of brand to build guest confidence and guest relationships
- Understand the customer journey from booking, pre and post cruise

## **Administration Responsibilities**

- Various administrative responsibilities to support other areas of the business
- Maintain accurate employee records and update when required to include performance, absence and HR conversations
- Provide timely feedback when requested and work within strict timescales

## **Professional & HESS Responsibilities**

- Adhere to company policies and procedures; Code of Conduct, Absence Recording (list not exhaustive)
- Lead by example by taking care of the health and safety of yourself and others, following all safety rules and procedures
- Report all accidents, 'near miss' incidents and work related ill health conditions to your manager/supervisor/team leader
- Use work equipment, personal protective equipment, substances, and safety devices correctly
- Take part in safety training & risk assessments and suggest ways of reducing risks

## **Other Features of Job (travel, hours of work, working conditions etc):**

- 37.5 hours per week covering the operational hours including weekends and bank
- Holidays, occasional ad hoc out of hours work when required
- Primary location Southampton Offices. Occasional Travel as required within the UK, on ships and to our offshore offices.
- In the event of an emergency you will be required to support the operation outside of core hours
- Ad hoc project work as required



# CARNIVAL UK

## Person Specification

---

Job Title : Guest Relations Representative

---

Department : Guest Relations

---

### Education, Qualifications and Training

#### Essential:

- GCSE/O level English language and Mathematics or equivalent

#### Desirable:

- NVQ in Customer Service
  - Recognised qualification in Travel & Tourism e.g. Degree, HND, BTEC Diploma
- 

### Experience

#### Desirable:

- Previous experience with Customer Service environment
  - Travel agency or tour operator background
- 

### Work Based Competencies

Competencies that refer to the specific work related skills required for successful performance in the role. (e.g. written ability, numerical ability etc)

#### Essential

- Computer literacy
  - Good command of English language and able to demonstrate daily
  - Excellent verbal and written communication skills
- 

### Competencies

#### Communication

- Excellent verbal and written communication skills
- Actively embraces change, supports others to achieve change and overcome barriers
- Is noticeably involved, interested, accessible and approachable
- Understands and is clear on company vision, direction and values demonstrating this by actively embracing and doing what they can to deliver it
- Works collaboratively with other relevant people/departments

### **Initiative and Problem Solving**

- Good problem solving skills identifying relevant solutions to customer complaints / feedback
- Natural ability to probe and explore situations to ascertain relevant information
- Takes ownership of problems
- Ability to suggest improvements/recommendations

### **Work Organisation and Priorities**

- Ability to demonstrate flexible approach and embrace new working practices
- Demonstrates a commitment to company policies and procedures, including time keeping, dress code etc.
- Ability to remain calm under pressure

### **Personal Characteristics**

- Is positive, sees the upside of situations and people, is upbeat and enthusiastic, has a “can do” attitude
- Loves solving or sorting out problems, enjoys working out what’s wrong, sees problems through until they’re resolved
- Enjoys connecting with others, loves meeting new people, enjoys building rapport and relationships, finds it easy to talk to people, is approachable, naturally puts others at ease
- Loves delivering great service to guests or others, thrives on making people happy, is good at picking up on guests’ needs or what they really want.
- Uses knowledge to help others/suggest things, is patient, quick to see when other people need attention, enjoys taking ownership of guests’ issues
- It is important to them to do the right thing, they are honest
- Is quick to see and take action on what needs to be done, thinks ahead, is good at anticipating work needs, does not wait to be asked
- Is non-judgmental and tolerant of others, respects people, treats people fairly, values the differences in others, is interested in others, picks up on how others are feeling
- Expresses themselves easily, instinctively shares information others need to know and keeps others in the loop, good at explaining things clearly, has a way with words, likes to be clear, is a good listener, asks questions to clarify understanding, naturally adapts their communication to the other person
- Is naturally calm under pressure, keeps own emotions in check, carries on in stressful situations, responds quickly and calmly in a crisis