

MCARTHURGLEN GROUP

Job Title	Guest Experience Coordinator	Function/Region	Germany / Netherlands
Reports To	Guest Experience Manager	Band	2
Location	Roermond		

Our Mission

"To create the finest retail experiences"

Our Purpose

'Making the extraordinary possible'

Purpose of Position

To provide proactive, professional and efficient service to all external and internal guests of the Centre as well as brand partners. To assist in coordinating the smooth and efficient running and planning of the Visitor Information Centre and Guest Experience Team. Implement initiatives and in coordination with the Centre Management Team to ensure the delivery of world class guest experience.

Responsibilities

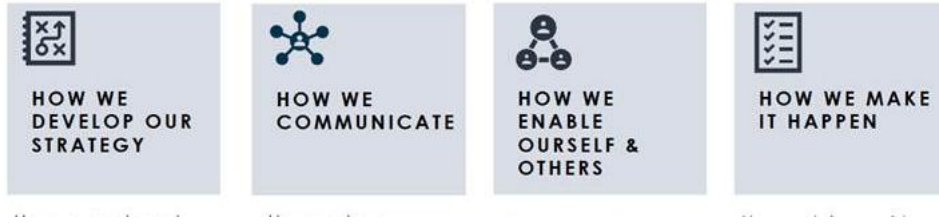
- Must be pro-active with key responsibilities, as opposed to reactive.
- Understand the Guest Experience Roles and Responsibilities and be available to work in a guest facing role such as:
 - Proactively meet and greet internal and external guests at the Visitor Information Centre and resolve all queries, complaints and requests in a friendly, timely and professional manner.
 - Anticipate guest needs by proactively offering information to guests regarding centre promotions, store locations, parking facilities, centre hours, toilet facilities etc.
- Identify areas for improvement in guest experience delivery and be responsive to our guest needs at all times.
- Communicate a vision of being absolutely guest focused and lead by example.
- Maintain the Visitor Information Centre environment to the highest level of cleanliness and presentation ensuring that the centre and desk is always clean, tidy, organised and stocked with relevant information.
- Ensure all Guests feel accompanied during their stay as well as connected to their city of destination
- Establish, monitor and maximize KPIs that directly correlate to profitability and customer satisfaction, including gift card sales.
- Accurately record radios, wheelchairs, lost property and key information and other revenue generators daily and balance all sales and other transactions daily in accordance with financial procedures.
- Proactively seek opportunities for operational efficiency to save the business time and money and ensure the Centre is operating as cost-effectively as possible i.e. introduce 'sell income' opportunities.

- Part of the Guest Experience line management team:
 - Manage and lead the Guest Experience Advisors, promoting team work to deliver guest service excellence and motivate the Guest Experience Team.
 - Communicate, involve and empower the Guest Experience Team in all relevant Centre matters and activities, in alignment with the Centre strategy.
 - Coordinate all manuals, handbooks and documents ensuring they are operational and current collating feedback from the Centre Management Team. Review all documents monthly to continuously improve the support function within the centre.
 - Plan team schedule and rotas, sickness and holiday leave.
 - Attend and hold regular team meetings and use initiative to suggest ways to improve guest service and operational efficiency.
 - Where necessary, provide a support function to the Guest Experience Team.
 - Involvement in the recruitment process, inducting new Guest Experience Team members and assisting with training and development
 - Reporting issues and areas to be addressed including action plans, responsibilities and times lines for improvement
 - Coordinate with the Centre Manager, Tourism team and Marketing Team the preparation of communications and events that could be of interest to the Guests, including social media and strategy content.
- Other duties as required by the Centre Manager and the centre team.
- Complete Duty Management training and participate in Duty Manager rota.

Requirements

- Put guests at the heart of everything they do
- Have experience of leading a guest focused team in the hospitality sector or luxury industry within a dynamic guest service environment (highly appreciated international experience)
- Be passionate about delivering excellent guest service
- Achieve and drive guest focused operations that successfully grow the business and level of guest satisfaction
- Be pro-active, flexible and problem-solving and have ability to proactively prioritize needs and effectively manage resources.
- Communicate effectively at all levels (adapting to all different cultures in the Centres), both written and verbally and hands-on mentality
- Have high fluency in written and spoken Dutch and English, other languages good to have
- IT skills: high standard of Microsoft Word, Excel, PowerPoint and Outlook
- Have flexibility in their working hours to cover the full trading hours of the Centre on a rota basis.

Our Success Framework



McArthurGlen, an Extraordinary Experience for Everyone.

At McArthurGlen we value the diversity of our people.
We celebrate difference and believe that everyone is extraordinary.
We are committed to building a culture where our opinions and contributions
are listened to and respected and anyone can be themselves.
We learn and grow together, we all belong.