Job Title	**Guest Experience Advisor**	**Function/Region**	Guest Experience/
Reports to	Guest Experience Manager	**Band**	1
Location	Ochtrup		

Our Mission

'To create the finest retail experiences.'

Our Purpose

'Making the extraordinary possible'

Purpose

Our guests are at the heart of all we do. The purpose of the Guest Experience role is to ensure each Guest has the best experience of our centres and visit again. You will make this happen by actively answering the individual needs of our guests, having excellent communication skills and being results driven.

Key Responsibilities

Guest Experience & Service Delivery

- Greet the guests and brand partners in our centres, answering queries and advising them as needed
- Resolve guest and brand partner issues and concerns quickly
- Adopt the 'Everyone Leaves Happy' approach, being positive, proactive and professional.
- Work both independently and with the team, always ensuring the guest is prioritised in everything we do.

Commercial & Centre Support

- Promote additional products and services available in the centre.
- Support centre activities and events to promote awareness.
- Work to targets to promote gift cards and other incentives such as McArthurGlen club and 'How was your day?'.

Feedback, Communication & Brand Representation

- Maintain the Guest Feedback Tracker, to highlight repeat concerns, ensuring all complaints are acted on promptly.
- Represent the McArthurGlen brand in person and virtually, responding to social media posts.
- Coordinate and manage communication between all departments impacting the guest's experience

Administration & Operational Standards

- Ensure the centre job vacancy website page is maintained accurately with live vacancies.
- Basic administration duties e.g. online gift card orders, trackers and meeting room bookings
- Maintain McArthurGlen's high standards across the Guest Service area to ensure it is welcoming, well-organised and stocked with relevant information.

Skills & Experience

Commercial & Business Impact

- Passionate about providing the best possible guest experience, going above and beyond to ensure guests are happy.

Communication & Influence

- Excellent people skills / able to adapt communication to the situation and guest.
- Able to communicate well verbally and in writing in the local language and English.

Insight & Judgement

- Detailed and proactive problem solver.

Delivery & Performance

- Well organised with the ability to prioritise your own workload.

Requirements

- Proficient English and local language skills are essential. Other languages skills would be an advantage.
- Previous experience in a guest / customer facing role would be an advantage.
- Possess good IT skills in Word, Excel and Outlook.

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.