

# MCARTHURGLEN

GROUP

<b>Job Title</b>	Clienteling Manager	<b>Function</b>	Guest Experience
<b>Reports to</b>	Senior Guest Experience Manager	<b>Region</b>	Italy
<b>Location</b>	Serravalle	<b>Band</b>	4

## Our Mission

'To create the finest retail experiences.'

## Our Purpose

'Making the extraordinary possible'

## Purpose of Role

Deliver a high-end, personalised hospitality experience to high-net-worth individuals (HNWI) by serving as the first point of contact for guests and key partners. This includes luxury service providers such as Les Clefs d'Or, 5-star hotels, private transfer services, embassies, virtual concierges, and VIPs from the management and retail teams.

## Responsibilities

- Champion an exceptional guest experience while promoting in-centre services such as the Personal Shopper, Concierge, Premium Parking, Play Land, Guest Lounge, and Shopping Services.
- Increase guest spend and retention by promoting products and services during in-person visits and through follow-up via phone, email, or other communication channels.
- Lead and support the Personal Shoppers team, ensuring a consistent, premium client experience.
- Drive loyalty initiatives among HNWI guests, including increasing Guest Lounge database subscriptions.
- Enrich HNWI profiles with personalised data (e.g., brand preferences, product interests, dining preferences, key dates) to elevate the guest journey and uncover business opportunities.
- Oversee the end-to-end client gifting experience, including concept development, stock management, ordering, and delivery.
- Provide floor presence to observe, guide, and coach team members, encouraging a client-centric approach and identifying commercial opportunities.
- Manage complex or out-of-scope guest requests by liaising with external service providers and internal stakeholders.
- Proactively manage and resolve guest complaints, identifying root causes and implementing preventative measures.
- Plan and coordinate exclusive events and activations within the Guest Lounge, collaborating with the Guest Experience, Tourism, and Retail teams.

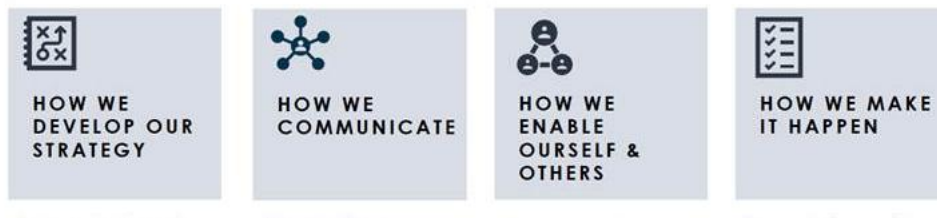
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- Increase guest satisfaction by encouraging and tracking feedback through the "How Was Your Day?" (HWYD) survey.
- Analyse HWYD data, produce regular reports, and present insights during team reviews to help shape action plans and service enhancements.
- Collaborate closely with the Senior Guest Experience Manager to refine Standard Operating Procedures (SOPs) and service excellence initiatives.
- Work cross-functionally with Tourism, Retail, Guest Lounge, and Guest Experience teams to drive business growth, brand engagement, and smooth daily operations.

## Requirements

- Significant experience in a similar role (e.g., Guest Relations Manager, Clienteling Manager) within luxury hospitality or retail environments.
- Strong background in team leadership and performance management.
- Exceptional interpersonal and communication skills with the ability to engage both local and international guests.
- Deep understanding of luxury service standards and guest expectations, with a passion for creating memorable experiences.
- Fluent in both Italian and English; additional languages are a strong asset.
- Professional appearance and polished presentation.
- Confident, friendly, and approachable personality.
- Comfortable in a fast-paced, dynamic setting, with flexibility to adapt to changing priorities.
- Skilled in managing multiple stakeholders and handling concurrent activities effectively.
- Proficiency in Microsoft Office (Word, Excel, PowerPoint) 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

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are listened to and respected and anyone can be themselves.  
We learn and grow together, we all belong.