

Customer Service Staff - Generic



Can also be called: Receptionist, Member Service Representative, Front Desk Receptionist, Greeter, Reservationist, Counter Assistant, Croupier

Salary: From £12-18k per year

Duties you may be required to do:

- Prepare and copy routine documents
- Maintain a safe, hygienic and secure working environment
- Ensure your own actions reduce risks to health and safety
- Maintain Customer Care
- Work as a member of a team to deliver seamless customer service work
- Contribute to effective team
- Promote additional services or products to customers
- Give customers a positive impression of yourself and your organisation
- Develop productive working relationships with colleagues
- Deal with the arrival of customers
- Identify and provide tourism related information and advice
- Recognise and deal with customer queries, requests and problems
- Deal with communications as part of the reception function
- Deal with bookings
- Prepare customer accounts and deal with departures
- Maintain and deal with payments
- Exchange foreign cash and travellers' cheques
- Process information for customer service function
- Distribute and dispatch mail
- Enter and find data using a computer
- Receive, move and store customer organisation property
- Find and store files in a paper - based system
- Prepare and print documents using a computer
- Record, store and supply information using a paper-based filing system
- Handle mail and book external services
- Enter, retrieve and print data in a database

Skills you need for the job:

- Literacy

- Communication (informing others, listening to instructions, passing on messages, speaking clearly)
- Customer service skills
- Works effectively under pressure
- Handling financial transactions
- Effective team member (keeps others informed, reports issues)
- Interpersonal skills, confident working with wide range of people
- Numerate with ability to make fast calculations.
- Accurate
- Pays attention to detail
- Observation skills – notice and recognise quickly
- Concentration skills
- Can speak fluent English

Expected behaviours:

- Good eye for detail
- Good with people
- High standard of personal presentation, punctuality and initiative.
- Polite and helpful
- Responsive and enthusiastic
- Positive approach to dealing with people
- Enthusiastic
- Confident
- Tactful
- Friendly
- Calm
- Patient

There are lots of opportunities to progress in your career by working towards recognised qualifications whilst at work. More information on job roles and training courses can be found on the People 1st careers site “UKSP” (www.uksp.co.uk).

UKSP

UKSP is a unique website providing information, advice and guidance for a career in hospitality, leisure, travel and tourism. At the heart of this is an interactive career map giving access to information on job profiles, qualifications and courses.