**Air New Zealand**

**Lounge Host**

**Key duties**

* Ensuring Exceptional Guest Service’ each and every time
* Rostering of all Lounge Host Staff and ensuring all shifts are full at all times
* Training lounge host staff where required
* Managing Lounge host staff
* Upkeep in Lounge Host Staff presentation and grooming
* Ensure all FOH ordering is completed daily / weekly
* First point of contact, to provide professional, engaging and welcoming style of service to guests
* Ensure Lounge is exceptionally presented at all times by conducting walk throughs and communicating with the Supervisor on duty
* Handling Guest Service requests
* Ensure emails, and phone enquiries are managed in a timely manner
* Ensure full knowledge of Lounge Flight Schedules and client specific IP
* Identify potential hazards with immediate reporting
* Communicate with Airport Authorities continually around entrance to lounge cleanliness
* Work will in a positive manner with all teammates

**The Person**

* Experienced in a comparable client service/corporate environment/ five-star environment
* Intermediate to advanced Microsoft Office, calendar and diary management skills
* Excellent communication skills
* Impeccable personal presentation
* Exceptional time management and organisational skills
* A genuine sense of hospitality, with a commitment to delivering exceptional Guest Service
* Discreet, ethical and committed to maintaining a high degree of confidentiality
* Safety First mindset