

Guest Relations Team (Flexible Hours)

UnderTheDoormat meets the growing demand for managed accommodation in the sharing economy. We provide guests with the comfort of a home and professional service of a hotel and offer homeowners a hassle-free way to earn extra income while they are away.

We are looking for bright and ambitious people to help continue to grow the business first in this city and then internationally. We offer competitive rates teamed with great training and ongoing support from a friendly and diverse team.

About the role

UTD Guest Relations Team are the face of the company and have the important role of making all our guests feel welcome. First impressions are lasting impressions so we value our GRT's very highly. If you are well organised and are looking for a part time role that is truly flexible to then this role could be ideal for you. Our GRT's take pride in their role and excel in making guests from all over the world feel welcome in London!

Responsibilities

- Guest Check In
- Guest Check Out
- Cleaning Supervision
- Maintenance Supervision
- Guest Guide Editing
- Collect Keys, Welcome Packs and other items from UTD Office
- Arranging Own Transport To and From Job

Rates

Peak Hours: 8am – 10pm

Off Peak Hours: 10pm – 8am + Bank Holidays

Check in time allowance – 2 hours in home (30 minute arrival minimum prior to check in time, allowing for check out tasks and guest delays)

Check out time allowance – 1 hour in home (arrival at check out time, 1 hour overall to perform check out tasks)

Cleaning/maintenance time allowance – in excess of standard check in/out time allowances

Check In Peak £25

Check In Off Peak £30



Check Out Peak £20

Check Out Off Peak £25

Cleaning/Maintenance/Overtime £10/hour (if a GRT is rescheduled to return to check in a delayed guest, there is a one off supplement of £10 on top of the check in fee)

£5 extra is paid for jobs accepted with <24 hours notice or for any single jobs in a day

If you're interested in finding out more, please get in touch with us at team@underthedoormat.com