

JOB DESCRIPTION

Guest Relations Team (Flexible Hours)

About us

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.

This is an opportunity to join an exciting, technology led business with a high energy team who work closely on delivering an excellent customer experience. You will have the chance to learn new skills and make an impact on the company.

We are looking for bright and ambitious people to help continue to grow the business. Applicants should be adaptable, flexible and proactive in developing their own skills and capabilities. We offer competitive rates teamed with great training and ongoing support from a friendly and diverse team.

About the role

UnderTheDoormat Guest Relations Team (GRTs) 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 GRTs extremely highly.

If you are well organised and are looking for a part time role that is truly flexible, then this role could be ideal for you. Our GRTs take pride in their role and excel in making guests from all over the world feel welcome in London!

Responsibilities

- Guest Check -In and Guest Check-Out
- Cleaning supervision
- Maintenance supervision
- Guest Guide editing
- Collect keys, Welcome Packs and other items from the UnderTheDoormat office
- Arranging own transport to and from jobs

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 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.