



Guest Relations Team (GRT)

About us

UnderTheDoormat Group is an award-winning prop-tech company, and our London home accommodation business is one of the leading companies in our sector. We help property owners, portfolio owners and property companies generate higher income through the short term rental industry as well as providing hotel-quality stays for our guests in the comfort of a home.

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.

About the role

The Guest Relations Team (GRT) play a leading role in our UnderTheDoormat London Team. Our team operates short term rentals on behalf of property owners and delivers 5-star guest stays in over 300 homes across the city, including our flagship aparthotel, 3 Sloane Gardens. 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!

You must be comfortable travelling across London and visiting sites and it is important we adhere to government standards such as PPE and personal hygiene measures.

Responsibilities:

- Guest check-in and guest check-out
- Cleaning supervision
- Maintenance supervision
- Guest Guide editing
- Key collection
- Co-ordination of Welcome Packs and other items from the UnderTheDoormat office
- Arranging own transport to and from jobs



About You

Applicants should be adaptable, flexible and proactive in developing their own skills and capabilities. We celebrate leaders at every level of the business who demonstrate independence in their work while contributing to the culture and broader environment of the UnderTheDoormat team. You will primarily be working in the field or from home, but will need the ability to collect items from the UnderTheDoormat office in Wandsworth.

You should love the idea of supporting a team while also being able to work independently. As a small business you will also have a key role to play as a team member in helping us to ensure that our homeowners and guests have a positive and seamless experience. You must enjoy interacting with customers and partners, demonstrate excellent attention to detail, and be able to multi-task. You will often be the face of UnderTheDoormat and must be comfortable and confident in this role.

About the Team

We are a small and highly focused team; we all work together on a daily basis and support each other when our team members are away. In this role you will need to be happy to work out of hours occasionally – morning and evening events, sometimes flexible hours. This role is open to applicants looking for a part-time role.

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

All above rates are inclusive of transport.

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.

GRT may order a taxi for any check-ins after 10pm for returning home and recharge this cost to UTD up to a maximum of 20 GBP.

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