

## JOB DESCRIPTION

# Guest Experience Executive Internship (3-12 Months)

### 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, be involved in significant projects and make an impact on many different areas of 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 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.

### About the role

We currently have a 3-12month internship available in Customer Experience in our Operations Team. The successful applicant will support the Operations Manager and the Operations Team deliver a seamless guest and homeowner experience through ensuring our homes are guest-ready to the highest standard and in impeccable condition for a returning homeowner.

This role will report to the Operations Manager

Contract: 12 month fixed-term contract (with 3-month probation period)

Salary: National Minimum Wage (currently £7.38 per hour, increasing to £7.70 in April 2019)

Hours: 40 hours per week in a flexible pattern of 5 days per week (including some weekends each month)

### Responsibilities:

Your headline responsibilities will be supporting the Operations Manager and Operations Team in:

- Delivering a 5-star service in the maintenance and preparation of our homes
- Delivering a seamless guest experience
- Managing and delivering guest bookings and enquiries including issue resolution in a timely and professional manner
- Supporting and managing logistical operations, including cleaning and linen partnerships and the management of property service suppliers

### Specific responsibilities and activities will include:

- Responding to customers and managing the guest booking process including enquiry management, payments, guest stay support and guest communications
- Supporting the Operations Team in scheduling of end-to-end operations including check ins/check outs, cleaning, linens etc.
- Supporting the maintenance and upkeep of the London portfolio of homes as well as resolving maintenance issues to the satisfaction of homeowners and guests

### What we are looking for:

- Someone with excellent customer service skills and an enthusiasm to go the extra mile for customers
- Someone who is interested in gaining experience in hospitality operations in a holiday rental market or property management company and sees their future career in this sector
- Someone who is wanting to develop their customer service and operational skills in a hospitality environment
- Someone who thrives under pressure and with constantly changing dynamics
- A people person who thrives on working with others and loves building personal connections that drive growth
- Someone who is organised and detail oriented.
- Someone who has strong written, verbal and interpersonal skills who's highly outgoing, energetic and focused
- Someone who has a strong desire to expand and acquire new skills
- Someone with fluent spoken and written English and a great phone and e-mail manner

### What we offer:

- An exciting and fast-paced start up environment
- Friendly team and monthly socials together
- Support from a mentor on how to grow your future career
- Informal ongoing development and training on other key business skills such as project management
- Eligibility to be part of the company bonus scheme after passing probation
- A great foundation for a future career in the hospitality sector

Our business is going places and we want you to as well. If you're interested, please get in touch at [team@underthedoormat.com](mailto:team@underthedoormat.com)