

Plaza Premium Lounge – Allways

Location: Toronto Pearson Airport

Position: Meet & Greeter GSO

Department: Meet & Greet Operations – Allways

Terms of Employment: Full Time, Part Time, Shift, Weekend, Day, Evening, Holidays

Reports to: Supervisor/Management

Overall responsibility

- Greet all customers pleasantly and with courtesy, provide visitors with all directions and provide all information regarding their flight.
- Check if the passengers have all their luggage and travel documents and assist them with luggage where appropriate.
- Coordinate with related parties to ensure smooth service such as Wheelchair, accommodation and transportation.
- Liaise with Security, Customs and Luggage department as and when required.
- Escorts passengers through security, customs including Lounge if relevant.
- Keeping passengers updated about flight change, delay, cancel or gate change.
- Escorting passengers throughout Toronto Pearson International Airport (Arrival, Departure and Transit Connection) gate to curb, curb to gate and gate to gate.
- To ensure that proper cleaning procedures are adhered to and personal protective equipment (PPE) is worn at all times during the shift. Employees are expected to follow all health and safety regulations, enforced and updated by the company.

Qualities & Requirements

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- Computer and internet usage - knowledge of Word/Excel/PowerPoint
- Excellent supervision, communication & customer service skills and attention to detail
- Strong problem solving, organisation ability and highly responsible.
- Good sense of direction and knowledge of Toronto Pearson Airport facilities.
- Positive attitude

Name (Please Print)

Signature

Date