

Plaza Premium Lounge

Location: Toronto Pearson Airport

Position: Meet & Greet Duty Officer

Department: Meet & Greet Operations

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

Reports to: Supervisor/Management

Overall responsibility

Organizing the meet and greet service which provides escort service to all passengers from gate to curb, curb to gate and gate to gate. Perform the duty officer's duties to support the Meet & Greet Duties

Key Areas of Duties and Responsibility

- In-charge of the Operations Hotline and provide immediate support to manpower arrangements, flight Information, etc.
- Monitor the Arrival/Departure Time and parking gates based on the service order schedules
- Organize the 'On-day' manpower and job allocation to individual staff working on Meet and Greet/Lounge Duty.
- Record every individual order, ensure proper reporting from staff and utilize the Service Dispatch System as a guide/record of Manpower and Service availability.
- Liaise with Limousine Drivers, Travel Agents on the day of the service.
- Liaise with Airlines, Airport Personnel on the day of the service.
- Conduct daily briefings for the meet and greet service.
- Prepare daily handover reports and other reports needed.
- Confirm bookings.
- Handle meet & greet services when needed.

Qualities & Requirements

- Excellent communication & customer service skills
- High sense of responsibility
- Strong problem solving ability
- Good sense of direction
- Strong supervision skills
- Strong organizational skills
- Positive attitude
- Takes initiative
- Self-motivated
- High sense of responsibility
- Ability to prioritize
- Problem solving ability
- High level of attention to detail

Name

Signature

Date