



New job opportunity

NOVEMBER 2022

GUEST RELATIONS

NEW JOB ROLE AT
AIRHOST FOR YOU

LOCATION
BRIGHTON

AIRHOST
FOR YOU

GUEST RELATIONS



Airhost For You manage over 100 stunning and beautiful properties on the short to mid-term rental market in Brighton and beyond.

As a growing business, we offer the opportunity to develop with us, in a fast-paced environment with regular new challenges. We encourage our staff to bring their own ideas and input to the business.

We are looking for enthusiastic, service-orientated, bright individuals to join our friendly team in Brighton. You'll be the main point of contact for all guests; from receiving their initial enquiry to confirming their booking and ensuring they have a great stay all the way through to check out.

We strive to give all guests an exceptional service and experience.

Main Responsibilities

To manage existing and potential guest bookings and communication with excellent customer service, that includes:

- Managing booking enquiries
- Assisting with guest questions in a timely and helpful manner
- Securing guest bookings
- Solving any guest issues that may arise
- Ensuring exceptional guest service is always given.

Location:

Based in our Brighton offices in the vibrant North Laine

Salary:

£19-£25,000 per annum pro-rata depending on experience + bonus

Job Types:

Full-time, Part-time, Permanent, Temporary contract, Temp to perm

Supplemental pay types:

- Bonus scheme
- Performance bonus

ARE YOU RIGHT FOR THE ROLE?

GUEST RELATIONS



THE IDEAL CANDIDATE MUST BE:

- Be a confident communicator, able to build trust
- Be technology-savvy with the ability to learn and apply new systems
- Be adaptable and flexible in your approach to work
- Be a self starter and an effective team member
- Work well under pressure; no 2 days are the same and plenty of thinking on your feet is required
- Must be available for some weekend shifts
- Some knowledge and experience of Airbnb / property would also be an advantage.



THE IDEAL CANDIDATE MUST HAVE:

- Customer service: 2 years (required)
- Brighton: reliably commute or plan to relocate before starting work (required)



WHAT WE OFFER:

- Excellent opportunities for development and progression
- A friendly and inclusive working environment
- 28 days annual leave incl. BH
- Great salary plus performance bonus
- Flexi time

Full time salary £19-25,000 pa depending on experience + performance bonus

AIRHOST FOR YOU

MISSION AND VISION

Airhost For You offer a premium, personalized, optimized experience, for Airbnb and short-stay guests and hosts.



Mission

We create exceptional short stays; hosting luxury properties in Brighton, designing beautiful environments, and managing bookings globally.

Vision

To be the go-to luxury short stay experts in Brighton and beyond.



Our properties

All our properties are thoughtfully designed, curated as beautiful spaces for our guests.

TO APPLY PLEASE CONTACT US.



www.airhostforyou.com



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