



JOB DESCRIPTION

JOB TITLE	Guest Relation Assistant
LEVEL & GRADE	A
DIVISION/ DEPARTMENT	Daily Operations
COST CENTER	16300
REPORTS TO	Manager Guest Relations
DATE	

1. JOB PURPOSE

(Provide an overview of the job, its context in the organization and the contribution that it makes)

To consistently provide and expeditious, caring, high quality effective and timely service to all Guest.

2. PRINCIPAL ACCOUNTABILITIES

(List the responsibilities/ duties associated with the job and the major activities associated with each responsibility. For each responsibility/ duty listed, give the factors on which an individual's performance is judged)

Accountabilities	Major Activities
Facilitation of the Guest	1. Meet & Assist guest from landside to the airside or vice – a-versa. 2. Offer lounge services to the entitled guest. 3. Facilitate guests through various processing zones after liasoning with all the required agencies. 4. Recording of the movements handled during the shift. 5. Assist shift in charge in effectively meeting all the facilitation requests. 6. Proper handover and takeover of duty.
Emergency, Crisis and Medical cases.	1. Familiarize with all emergency procedures. 2. Assist Shift In charge in ensuring readiness of staff, equipment and other

	<p>resources for Emergency and Crisis at lounges and VIP terminal.</p> <p>3. Making proper record of series of event during emergencies at the respective allocation.</p>
<i>Documentations</i>	<p>4. Maintain facilities, amenities and record observations periodically through check-list.</p> <p>5. Register all the facilitation request received and met in appropriate log books.</p>

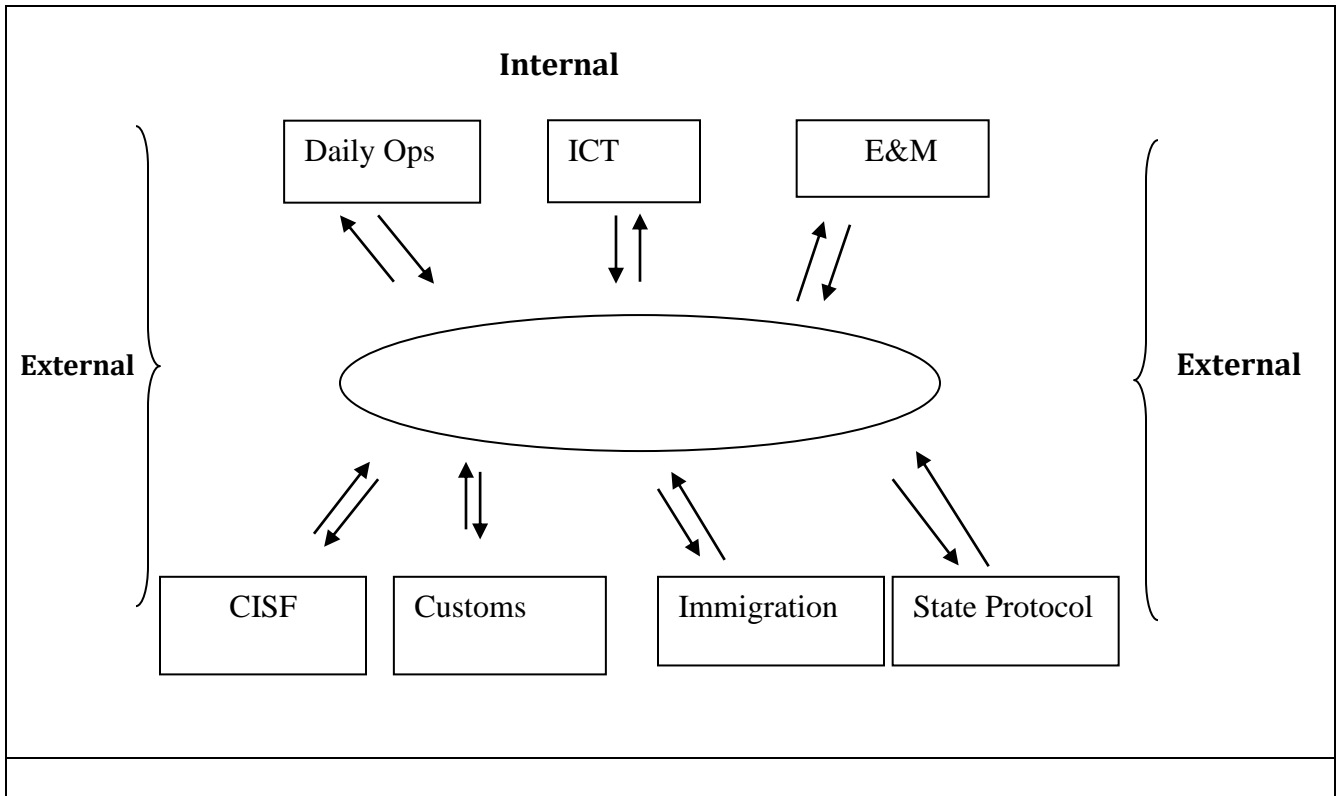
3. DIMENSIONS

(Financial or Non-financial parameters which are directly impacted/controlled by the role or indirectly influences/contributes to in a measurable way)

<p>Financial (Eg: Budgets, project costs, capex etc.,)</p> <p>Nil</p>	<p>Non-Financial (Eg: No. of direct/ indirect reports, headcount in projects, no. of clients handled etc.,)</p> <p>1. Indirect Reports: 5-7 support staff per shift</p> <p>2. No. of clients/ guests handled: 100-120 pax per month</p>
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4. OPERATING NETWORK

(Internal/ External contact groups with which the position holder interact/work for achieving the organization's objectives)



5. JOB SPECIFICATION

5.1. Education qualification and certifications *(Indicate the level of education and certifications required)*

Graduate

5.2. Years of Experience *(Years of relevant experience required)*

- 0-2 years of experience in Airlines/Hotel Industry
- Multi lingual with knowledge of kannada would be added advantage
- Good personality
- Must be able to work in shifts
- Weight as per the Height (body standards)

5.3. Computer skills *(Indicate the required knowledge on software, applications, hard ware etc., that are required)*

- Basic email & Microsoft office applications

5.4. Knowledge and work skills *[Indicate what knowledge (machines, equipment, processes, systems etc.,) and work skills are required]*

SAME AS MENTIONED ABOVE

6. Behavioral Competencies

(Behavioral competencies are qualities and skills that describe 'how' the job is to be performed. These qualities and skills translate into on-the-job behaviors that lead to superior and effective performance. There are 8 organizational competencies for BIAL that describe specific qualities and skills required by the position holder. Mention the level as skilled, proficient, advanced or expert as applicable, and if the competency is not required, then mention n.a.)

Sl. No	Behavioral Competency	Required Level
1	Customer orientation	Skilled
2	Drive for results	Skilled
3	Problem solving and decision making	Skilled
4	Communication	Skilled
5	Collaborative partnership and teamwork	Skilled
6	Leadership	Skilled
7	Strategic business orientation	N/A
8	Change orientation	N/A

Cost Center Head		Date:
Department Head		Date:
Talent Acquisition Head		Date: