

Version: 2
Issue Date: JAN25

INFLITE THE JET CENTRE



Job Title: Customer Services Representative	Abbreviation:
Reports to: FBO Supervisor	Division/Department: Operations
Deputised by:	Location: Stansted
JOB PURPOSE	
To provide a VIP service to all passengers/crew and visitors to the FBO ensuring that they are dealt with in a professional, attentive and discreet manner.	
MAIN RESPONSIBILITIES AND DUTIES	
<ul style="list-style-type: none">• Meeting and greeting of all visitors and crew in a consistently professional and attentive manner• Greeting of all airside flights and escorting of passengers to the lounge providing a highly effective and efficient service during their arrival and prior to their departure• Providing a highly efficient and effective service to all crew during their arrival and prior to their departure ensuring all of their needs are met.• Ensuring all passengers and crew are dealt with quickly and efficiently• Adhering to safety and security procedures at all times• Serving of refreshments to crew, providing a VIP service at all times• Ensuring the FBO is maintained to a VIP standard at all times and carrying out cleaning duties within areas of responsibility• Inter department communication to ensure the passenger experience is seamless• Preparation and planning for the following day and future flights• Ensuring that any incidents or accidents are reported to Management immediately• Completion of shift report and handover to ensure information is communicated between shifts• Dealing with petty cash ensuring it is balanced correctly• Performing of any other duties within your capabilities as directed by the Company	

I confirm that I have read and understand the requirements and responsibilities of my role and agree to adhere to them if there is anything I do not understand I am aware that I should raise this with my line Manager	
Print Employee Name:	
Employee signature:	Date:
Manager Name:	
Manager Signature:	Date