**Guest Services Manager**

A fantastic opportunity for an enthusiastic and dynamic guest services manager who will be responsible for our front of house operation, to join our thriving commercial vehicle and trailer manufacturing company based in Cheshire. With a brand new, purpose-built manufacturing facility opening in January 2019, Tiger Trailers offers a great opportunity for hard working, skilled people to take their career to the next level. This will be the most modern trailer and truck body manufacturing facility in the UK. We design and manufacture a range of HGV trailers, rigid bodywork supplying major fleet operators.This is a fantastic opportunity for someone looking to develop themselves in a customer focused role with lots of opportunities of progression.

**Key Objectives**

Based from our welcome desk you will be responsible for ensuring an exceptional level of customer service is provided and maintained at all times both face to face and over the telephone. Reporting to the manufacturing director this role is vital in delivering a great customer experience to all our visitors. You must have a keen eye for detail, an organised approach and a willingness to exceed expectation. As the first point of contact, you will be a true ambassador of our company and must be committed to consistently delivering high standards.

**Responsibilities include:**

* Meeting and greeting all visitors, customers and suppliers to head office
* Answering the telephone, receiving and screening all calls in a professional and efficient manner
* Organising all meeting room requirements for both internal meetings and our client hospitality areas including our showroom
* Supporting directors with PA duties
* Managing front of house reception area, ensuring it looks presentable and welcoming
* Providing a key support role in event organisation and new product launches
* Providing hospitality requirements including organising lunches and refreshments for meetings
* Managing the office facilities contractors including catering and cleaning companies
* Coordinating travel requirements for directors
* Purchasing office stationary and managing stationary stock
* Ad hoc duties as required to support other colleagues within the business
* Processing all incoming and outgoing mail

**Key Skills and Experience**

This role is ideally suited to an organised, proactive and self-motivated individual who enjoys a busy front of house role. Suitable candidates will have:

* Previous experience in a visitor focused environment with practical experience in areas of customer service and hospitality
* Strong communication and relationship building skills with the ability to prioritise workload
* Excellent telephone manner, dealing with enquiries in an efficient and professional manner
* Comfortable with full range of PC office software applications

**Benefits include**

Excellent competitive salary

39 hour week

22 days holiday plus bank holidays

Subsidised canteen

Contributory pension scheme

Secure on- site parking

If you are interested in this rewarding career, please contact Rachel or Helen on 01606 339640

www.tigertrailers.co.uk