



**LITTLE GUEST**

## **Little Concierge**

### **Job description**

As a Little Concierge you will contribute directly to our fabulous growth. Within the booking department, you will be responsible for a mission essential to the success of Little Guest, a fast growing scale-up.

You are responsible for the operationalization of the 5-star service of Little Guest to our customers, as soon as their reservation is made, you organize their stay, exceed their expectations through all the additional services you can offer in constructive collaboration with all our partners (hotels and others ...)

You will report to the Little Concierge Supervisor and will always work closely with all of your colleagues in a cross-functional manner according to the tasks and projects assigned to you.

### **Key responsibilities**

#### Strategic Tasks

- Participation in all useful meetings at the request of management
- Relationship with the 350 member hotels of our collection as well as with all our partners
- Optimize customer satisfaction by offering additional services (e.g. transportation to/from the airport, activities for children, etc.) and follow up on requests
- Force of proposal for continuous improvement of the processes but also for the development of the offer
- Reporting tasks

#### Day-to-Day Tasks

- Ensure an impeccable follow-up of our customers' requests
- Daily relationship and problem-solving with our customers and partners
- Verification, update and information of travel protocols
- Drafting of offers and advice

- Collecting customer feedback, sharing it with the team and follow-up
- Sending of gift vouchers
- Management of goodies in relation with our partner
- Management of "gift packages" sent to customers
- Management of the "gifts" stocks and relation with the responsible workshop

## **Profile**

### Diplomas/credentials/certificates + Required experience (duration, sector, context)

The ideal candidate is a student in hospitality / business / sales, and has a first professional experience, ideally in reception / guest relation.

### Technical Skills - Hard Skills

- CRM (customer database)
- Microsoft Office tools (Word, Excel and Outlook)
- Mastery of sales techniques and customer relationship management
- Impeccable spelling and level of elocution

### Transversal competences - Soft Skills

- Passion for the luxury hotel business
- Taste for travel
- Sensitivity to the world of childhood and family
- Telephone skills
- Excellent interpersonal skills
- Commercial sense
- Listening skills and sense of service
- Strong organizational skills
- Attention to detail
- Rigor

### Language skills + expected level

- Perfect command of spoken and written French
- Perfect command of spoken and written English
- Proficiency in one or more other languages is an asset

## **Working environment**

- Offices located in the heart of Brussels
- Scale-up atmosphere
- Corporate culture based on people and personal development
- Flexibility (telecommuting, schedules)
- Autonomy
- Challenging environment

## **About the company**

Little Guest is a unique collection of upscale hotels dedicated to families with children.

The collection includes more than 350 carefully selected hotels around the world.

The company is headquartered in Brussels, but 90% of the families who book their vacations with Little Guest come from abroad. More than just a vacation booking site, Little Guest has established itself as a true quality label dedicated to family vacations.

Since its launch in 2018, Little Guest has experienced strong growth resulting in a turnover target of 12m Eur in 2022. Working at Little Guest is to participate in the adventure of a booming company with many possibilities in the medium and long term.

[www.littlequest.com](http://www.littlequest.com)