



Job Description

Job Title:	Holiday Representative
Campsite Type:	Team
Reporting to:	Senior Staff Member
Salary:	TBC
Brand Scope:	Eurocamp and European Camping Group

Purpose:

To consistently provide a great experience to all our guests from the moment they arrive on site and throughout their holiday with us.

Principle Accountabilities:

- To consistently deliver a 'brand quality standard' always meeting the expectations of our guests and aspire to exceed it. The core elements of the standard will entail:
 - A great welcome with a smile
 - Delivering safe, functional, fully equipped and clean accommodation
 - Being visible and available to our guests when they need us
- Ensuring that all guests questions and needs are responded to promptly and efficiently
- To provide detailed and relevant information to guests about the local area, campsite facilities and services and Kids Club
- To clean accommodation both internally and externally at the start of the season and following each departure.
- To ensure accommodation is fit for purpose through checking standards and carrying out repair and maintenance tasks on the interior and exterior of accommodation
- To complete additional tasks during the set up period to ensure units are ready for guests.
- To organise workload to ensure working time is efficiently managed to meet needs of business and guests.
- To be responsible for ensuring the safe-keeping of any equipment and companies monies and to submit accurate accounts and paperwork.
- To complete administration accurately and on time
- To ensure all health and safety procedures are followed and actions arising are completed
- To communicate effectively to build strong working relationships with internal and external customers and suppliers, that improves the guest experience
- To ensure company policy and standards are maintained as described in training and supporting literature such as the "Campsite Manual"
- To carry out any other duties as required by your line manager