

JOB *description*

Job Title:	Guest Relations Manager
Accountable To:	Directors
Location:	Moddershall Oaks Country Spa Retreat

Our Vision

At Moddershall Oaks, we are dedicated to providing guests with a special place to be and all members of our team are expected to work positively to achieve our vision:

‘Be the best at everything we do by employing great people who make Moddershall Oaks a special place to be’.

Our Values

We have agreed a set of core values which define the standards and behaviours which we expect all employees to demonstrate:

- We are **Ambitious**
We are focussed on personal and business success
- We are **Caring**
We genuinely care about our guests and our colleagues
- We are **Creative**
We seek better ways of doing things and are empowered to deliver consistently outstanding service
- We are **Enthusiastic**
We are motivated to develop our skills and do our best for guests every day
- We are **Loyal**
We work as one team who are loyal to each other and the business

In return, Moddershall Oaks offers appropriate support, training and development within available resources to enable employees to make their best contribution.

Job Purpose

The Guest Relations Manager is responsible for supporting and enhancing the guest journey across Moddershall Oaks, helping to ensure consistently high standards of guest service throughout the business.

As an experienced customer service professional, the role will manage guest feedback and complaints, ensuring concerns are handled professionally, fairly and in a timely manner. Alongside resolving individual concerns, the Guest Relations Manager will use feedback and their understanding of the business to identify trends, highlight opportunities for improvement and work collaboratively with managers to continually develop the guest experience.



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Principal Accountabilities

Guest Complaints & Feedback

1. Develop a thorough understanding of Moddershall Oaks, its facilities, services and guest journey to provide knowledgeable and effective support to guests.
2. Manage guest complaints and feedback received face-to-face, by telephone, email and through other communication channels, taking ownership through to an appropriate resolution.
3. Investigate concerns by gathering relevant information and liaising with departmental managers and employees as required.
4. Agree appropriate resolutions and compensation within agreed levels of authority, escalating more serious or complex matters where necessary.
5. Monitor and respond to guest reviews across online platforms, including but not limited to Google and TripAdvisor, ensuring responses are professional, personalised and appropriate.
6. Review feedback received through guest feedback forms and other channels, contacting guests directly where appropriate.
7. Share positive feedback with relevant managers and teams to recognise excellent guest experiences.

Recording & Analysis

1. Maintain accurate records of guest complaints and feedback, including outcomes and any compensation provided.
2. Record and quantify compensation, including refunds, discounts, complimentary services, vouchers and other gestures of goodwill.
3. Collate and analyse guest feedback to identify recurring concerns, patterns and trends.
4. Provide regular summaries of feedback, compensation costs, key themes and opportunities for improvement.

Guest Experience & Continuous Improvement

1. Work collaboratively with managers across the business to help maintain consistent, high standards of guest service throughout the guest journey.
2. Communicate guest feedback and recurring themes to relevant managers, supporting them to identify and implement improvements.
3. Highlight opportunities to improve service, procedures, communication and the overall guest experience.
4. Follow up significant or recurring issues to understand actions taken and monitor whether improvements have been effective.
5. Communicate key feedback trends, compensation information and recommendations to senior management as required.
6. Contribute to relevant meetings where guest feedback, standards and service improvements are discussed.
7. Support the delivery of guest service and complaint-handling training to employees where required.



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General requirements

- Work diligently within the best of your ability to ensure you meet the requirements of your job description, always seeking to continuously improve
- Participate in internal/external meetings, appraisals and training as required
- Ensure that all relevant policies, procedures and working practices are adhered to at all times
- Work in accordance with Moddershall Oaks' culture, values, aims and objectives
- Act as a positive ambassador for Moddershall Oaks at all times when dealing with guests or representing the business both on and off site
- Positively contribute to Moddershall Oaks team working environment, taking ownership of issues and supporting colleagues where appropriate
- Undertake any other duties that may be required from time to time

NB: This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed at management's discretion in the future. As a general term of employment, Moddershall Oaks may effect any necessary change in job content, or may require the post holder to undertake other duties, provided that such changes are appropriate to the employee's remuneration and status.

I confirm that I have read and agree to carry out the duties and responsibilities contained in this job description.

Name:

Signed:

Date:



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Person Specification	
Criteria	Essential or Desirable
Proven Experience	
Experienced customer service professional with proven experience within a hospitality or similar guest-focused environment.	Essential
Experience handling customer complaints and resolving challenging situations	Essential
Experience communicating with customers face-to-face, by telephone and in writing	Essential
Experience managing customer feedback	Desirable
Knowledge, Skills and Abilities	
Excellent written and verbal communication skills	Essential
Highly developed interpersonal and customer service skills	Essential
Strong problem-solving and decision-making ability	Essential
Ability to remain calm and professional when dealing with challenging situations	Essential
Excellent organisation and attention to detail	Essential
Good IT skills	Essential
Ability to work independently and manage priorities effectively	Essential
Ability to build positive working relationships across the business	Essential
Other Attributes	
Able to work effectively within Moddershall Oaks' core values and culture	Essential
Professional, approachable and empathetic manner	Essential
Car owner/driver with reliable transport	Essential

