

**GOODWOOD**

**The Role**

The **Aerodrome Host** will be part of the Aerodrome Team, and will report to the Assistant Aerodrome Sales Manager.

**About us**

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood’s success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

**Passionate People**

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood.  We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the “**world’s leading luxury experience.**”

**Our Values**

**The Real Thing Daring Do Obsession for Perfection Sheer Love of Life**

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| We employ meticulous attention to detail to create experiences, as they should be. We are honest and open. | We don't mind breaking the rules to create the best possible experiences. We will take tough decisions | It’s a team thing – everybody mucks in to make things happen. We're madly passionate about what we do | We want to make everyone feel special by loving what we do. |

**Purpose of the role**

To be the face of Goodwood Aviation, and offer all customers a personal, friendly and efficient service at the Aerodrome on every visit.

Hours for this role are based on a two week rotation which will be: Week 1 - Friday 08:30-17:30, Saturday 08:30-17:30 and Sunday 08:30-17:30. Week 2 - Friday 08:30-17:30 and Saturday 08:30-17:30

**Key responsibilities**

* Ensure that you have a good product knowledge of all Aviation products and services
* To provide a professional and efficient level of service at all times; meeting, greeting and directing guests, responding to enquiries, taking bookings and transferring calls as required;
* Handle all Flight Experiences from enquiries, on the day satisfaction, to redemption of vouchers
* Handle all visitor customers, from any enquiry to payment
* Lead the pre-flight confirmation and post flight satisfaction process
* Ensure visitor data is captured and processed
* Manage the inbound sales enquiry process and ensure all enquiries are completed
* To assist with general administration duties when required
* To work closely with the Flying School Ops Assistants and provide cover as required

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Attention to detail
* Ability to prioritise and organise
* Proactive
* Take responsibility for yourself
* Confident to make decisions and to stand by them
* Good negotiation and influencing skills
* Excellent communicator
* A sense of fun!

**What do you need to be successful?**

* You need to be a people person with excellent customer service skills
* A good standard of education is required along with fluency in spoken and written English
* Experience of working in a customer facing role, ideally within the hospitality industry

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

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| **BEHAVIOUR** | **LEVEL** |
| Think Customer | 2 |
| Communication & Trust | 1 |
| Taking Personal Responsibility | 1 |
| Encouraging Excellence & Commercial Success | 1 |
| Working Together | 1 |