

Job title	Meet & Greet Driver
Reports to:	Car Park Manager / Car Park Supervisor

1. Purpose and Scope

It is intended that this position will operate from the Meet & Greet car parking office based at the airport.

The primary objective of this position is to provide a first class Meet & Greet car parking service for the airport.

2. Key Accountabilities and Role Outputs

- Support the delivery of a first class vehicle parking and moving service.
- Ensure all vehicles are moved, parked and delivered back to the customer with extreme attention to detail in terms of location, timing, cleanliness and service standards.
- Offer a professional, courteous service and demeanour for all customers, clients and staff who come into contact with the airport meet & greet parking service.
- Maintain a clean and tidy appearance, wearing the uniform provided at all times whilst on duty.
- Perform other tasks as may be required from time to time as by the Car Park management team.
- Operative to be competent in the operation of a cash till, intercom systems, customer service desks, all parking equipment and to be trained in all future site developments and operational enhancements.
- Monitoring the appearance of the car parks, taking action to ensure that company standards are achieved and maintained.
- Monitoring CCTV and answering intercom enquiries
- Regulating entry/exit of vehicles to and from the car parks.
- Assisting in the cover/relief of reception and customer service functions during breaks and holiday periods.

- Where appropriate reconciling daily shift reports/cash/pre-booking revenue by exception.
- You will develop an operational style that compliments the company's vision and values.
- Assisting customers in distress or in need of other assistance.
- Undertaking random foot patrols of the car park/recording in the patrol log books and monitoring personnel activity to deter criminal activity.
- Ensuring compliance with relevant quality and management standards, and company compliance procedures by regular reviews and audits.
- Maintaining good communications and consulting regularly with your line manager and car park staff, seeking assistance and contributing fully to the resolution of outstanding issues.
- Operating car park control equipment as appropriate.
- Assisting in an effective customer care policy.
- Be proactive in your approach to resolving customer complaints.
- The role holder may be asked to undertake other duties, as required, which are not necessarily specific to this role profile which are commensurate with the grade for this role. It may be amended from time to time within the scope and general level of responsibility attached to this role.

3. Health and Safety

It is our intention to demonstrate an ongoing commitment to improving health and safety at work throughout the airport. We will comply with all requirements of health and safety legislation.

In order to do this, all staff must have a good awareness and understanding of health and safety hazards and risks that may affect themselves, passengers or other people on-site and must comply at all times with excellence in conduct, behaviour and attitude.

Senior management will ensure that:

- adequate resources are provided for health and safety;
- health and safety is adequately assessed, controlled and monitored;
- Our people are actively involved in all aspects of creating and maintaining a healthy and safe working environment.
- It shall be the duty of every employer to ensure, as far as is reasonably practicable, the health, safety and welfare at work of all his employees.

Employee Signature: _____ **Date:** _____

4. Skills, Knowledge and Experience

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • A good standard of education • Computer literacy with some working knowledge of MS Office packages including Word, Excel and PowerPoint 	
Experience		<ul style="list-style-type: none"> • Checkable history of previous driving and/or valet parking experience in the relevant sector, covering a wide range of vehicle types and elite marques, including automatic and manual transmissions
Knowledge	<ul style="list-style-type: none"> • A commitment to upholding high standards of service to customers. • An understanding of the principles of equality, diversity and inclusion. 	
Skills	<ul style="list-style-type: none"> • First class customer service skills gained in a front-line environment. • Good communication skills 	<ul style="list-style-type: none"> • First Aid certificate
General	<ul style="list-style-type: none"> • Full, clean drivers licence • Committed approach, with the ability to work flexible day and night shifts as required. 	<ul style="list-style-type: none"> • SIA licence

	<ul style="list-style-type: none">• Smart personal presentation and manner with full physical fitness and the ability to walk long distances for extended periods of time on a daily basis.• Self-motivated, with a “can-do” attitude and the ability to think and plan independently while working alone or as part of a team.	
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Employee Signature: _____ **Date:** _____