

## guest communication expert - Taipei

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Company: citizenM hotels

Location: Taipei

Category: other-general

As a guest communication expert you are responsible for the communication with our guests - global citizens - around the globe. You enhance and rock the experience of our guests during their entire journey with citizenM. This means you create connecting moments when guests reach out to us, if it is while they're booking a stay with us or after they stayed with us - and everything in between. Next to this, you make sure that all information for our guests is up to date on our online platforms, like the website, app & chatbot. Last, but not least you ensure that within all this our citizenM values are infused.

### **purpose**

citizenM is growing fast and has a committed roadmap going from 32 hotels to 100 hotels in the coming years. In this growth plan, we want to prioritize establishing and developing a sustainable relationship with (to be) guests.

The Connect team is the 24/7 customer service & hotel support team of citizenM. We help our guests with all kinds of questions they have, at every time of the day - via phone, online chat, social media & email. Next to that, we are the first line support for all of our hotels around the globe. The ambition of the Connect team is therefore two fold:

- build meaningful customer relations by providing the unique citizenM experience through phone, online chat, social media & email - inspired by our ambassadors - during the entire customer journey.

- fully support all our hotels & ambassadors, so they can focus on the guest experience.

Since the team is available 24/7, we have flexible working hours and work from different locations to support all timezones.

## **key responsibilities**

interacting with guests via social media channels, whatsapp, online chat, email and phone

support hotels when they are facing an incident in the hotel like elevators not working

control and update FAQ databases for all our channels

monitor our social media accounts, reacting and responding to these

escalate guest technology issues to the IT team

achieve the highest standards of outstanding guest service: provide training and constant feedback to the team to safeguard that the citizenM culture of citizenM is

clear to anyone that gets in contact with our guests

RAOKs: Random Acts Of Kindness - looking at ways to surprise and wow our guests

constantly looking at ways to improve the guest experience and sharing this with the team

collaborate with other teams within citizenM to report customer feedback

analyze and improve guest service and report weekly to citizenConnect team lead

## **qualifications / skills**

people skills showing the ability to surprise, connect and touch

ability to handle multiple tasks in a fast paced environment

self starter who shows initiative

attention for detail

problem solving skills and can do mentality

identify with the citizenM brand

passionate about hospitality

being able to work on weekends and holidays

speak and write fluent in English and preferably one other language (French, Italian,

Mandarin, Spanish Dutch)

### **what's in it for you?**

Perks and special rates when booking our hotels for personal trips

Stay in our luxury hotels when travelling to citizenM cities for work

Personal and professional development opportunities and programmes

Latest tech devices and all the tools you need to be successful in your role

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