

Customer Service Executive (Meet and Greet)

Aliases: Airport Representative, Guest Service Officer

Industry/Sector(s): Tourism and Hospitality

JOB DESCRIPTION ¹

The tasks a Customer Service Executive (Meet and Greet) is expected to perform include:

- Meeting the customers or guests at the terminal or designated place
- Greeting the customers and arranging for transferring them to an agreed destination
- Handling guest queries and complaints

WORK ENVIRONMENT ^{2, 3}

- It is not a desk job
- Need not handle a team
- Local travelling is not a part of this job role
- Part-time work and contractual jobs are not available
- Work from home option is not available

Working hours

- The individual usually works for 5/6 days a week and 8/9 hours everyday. Institutions remains open and functional for 24 hours a day and 7 days a week
- Shift system is available
- Overtime may be required

Is the job suitable for a candidate with special needs?

This may vary from organization to organization

HEALTH AND SAFETY REQUIREMENTS/RISKS

- This job is not considered hazardous or dangerous
- Occupational hazards include overexertion, body pain, fatigue, etc.

EDUCATIONAL QUALIFICATIONS AND TRAINING ¹

- Preferable 10th standard passed
- Certified training for Customer Service Executive (Meet and Greet) (programme aligned to THC/Q4205 job released by Tourism and Hospitality Skill Council)

KEY COMPETENCIES ¹

- Familiar with local maps and routes
- Knowledge of major airlines, trains, national bus/coach operating companies
- Knowledge of foreign exchange rules and where the currencies can be exchanged
- Basic knowledge of permits and checks required for the customer
- Skilled in using computer for checking itinerary, schedules, etc.
- Skilled in using GPS for route mapping

DESIRABLE COMPETENCIES ¹

- Pleasing personality
- Customer-oriented
- Well-groomed

PERSONALITY TRAITS ¹

- Physically fit
- Good moral character
- Excellent communication skills
- Service-oriented
- Good behavioural and interpersonal skills
- Teamwork

AVAILABLE SKILL TRAINING AND LEARNING INSTITUTES

For further guidance, contact your nearest Common Service Centre or Contact NCS Call Centre (Toll Free Number: 1800-425-1514)

AVAILABLE SKILL TRAINING SCHEMES/SCHOLARSHIPS

For scholarship and schemes, use further links like:

- <https://scholarships.gov.in/main.do>
- <http://pmkvyofficial.org>

SAMPLE OF TRAINING AND LEARNING COURSES

http://www.ihmsrinagar.org/index.php?option=com_content&view=article&id=245&Itemid=67

CAREER PROGRESSION PATH ⁴

Front Office Manager



Assistant Front Office Manager



Team Leader



Customer Service Executive (Meet and Greet)

The progression is indicative

Transfer option

•India: Yes

•Abroad: Yes

(*This field to open the relevant job title when clicked)

EXPECTED EARNINGS ³

For new entrants - Rs 7,000 to Rs 25,000 per month

These figures are indicative and subject to change

REQUIRED WORK EXPERIENCE ¹

Some organizations hire new entrants too

CURRENT MARKET TRENDS

Growth and Development in the Tourism & Hospitality Sector in India

Tourism & hospitality is the third-largest segment in the service sector. It is roughly divided into 3 broad categories viz. restaurants, hotels, and travel agents or tour operators. India has moved up 13 positions to 52nd rank in Tourism & Travel Competitive Index. Given the rich historical and cultural heritage, a nationwide spread of natural beauty, and a variety of ecology and terrain across the country, India has tremendous potential of growth and development in tourism & hospitality sector.

Multiple factors are influencing the way this sector functions and one of them is the number of Foreign Tourist Arrival (FTA). E-Tourist Visa and online booking for various services has increased the number of FTA arriving in India. Another reason is Foreign Direct Investment (FDI). Tourism & hospitality sector is one of the top 15 sectors in India to receive highest FDI and this is expected to increase. International players like Vantage Hospitality, Onyx Hospitality, Goldman Sachs, and SoftBank are just some of the companies that have tied-up with Indian companies and/or are investing in this sector.

The government has also provided ample support to boost this sector. There are agreements and Memorandum of Understanding (MoU) being signed with various countries in order to promote bilateral tourism between the countries. Heritage City Development and Augmentation Yojana (HRIDAY) is a project that looks at developing certain heritage rich cities in India like Varanasi, Mathura, Vellankini, Amravati, etc. Government is also planning to cover 150 more countries under E-Visa and open another airport in NCR in order to de-pressurize Delhi airport. Another major trend that India is witnessing is the increase of medical tourism. All these factors are going to change the way the sector works and also impact the job market in India.

PROBABLE EMPLOYERS ³

- Hotels/Resorts
- Airports

JOB OPPORTUNITIES IN INDIA

Town and cities across India

PEOPLE'S CORNER

<http://www.aptechaviationacademy.com/testimonials>

KEYWORDS

- Meet and Greet Officer
- Airport Representative

OCCUPATIONAL CODES AND STANDARDS

Standard	Code	Description
NCO 2015	5151.0701	Customer Service Executive (Meet and Greet)
ISCO 2008	5151	Cleaning and Housekeeping Supervisors in Offices, Hotels and Other Establishments
NIC 2008	82110	Combined office administrative service activities
QP Reference	THC/Q4205	Meet and Greet Officer
NSQF	Level 4	Not available

REFERENCES

1	http://www.nsdcindia.org/sites/default/files/files/Meet_and_Greet_Officer.pdf
2	http://socialjustice.nic.in/policiesacts3.php
3	http://www.shine.com/jobs/guest-service-officer/airport-wings-pvt-ltd/4837169
4	National Classification of Occupations Division 5