

JOB DESCRIPTION

Job Title	Guest Relations Assistant
Division / Department / Function	TERMINAL OPERATION
Approved By (Immediate Supervisor)	Guest Relation Manager

1. JOB PURPOSE

<ul style="list-style-type: none"> • The mission and vision of BIAL is to consistently provide and expeditious caring and friendly environment to travelers and airport customers. • To achieve these attributes guest relation meet and assist all VVIP / VIP / CIP who travel through BIA and who require special and extra care. • The purpose of Guest relation is to provide simple, high quality, effective and timely services to all guests and represent the BIAL Management as and when required. .
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2. PRINCIPAL ACCOUNTABILITIES

Accountabilities	Major Activities
To facilitate all VVIP / VIP / CIP and important dignitaries travel through BIA providing seamless effective and timely services.	<ol style="list-style-type: none"> 1. Knowledge of airport processes as per set standards 2. Keeping track and checking on the condition of all movable and immovable assets at the Reserved lounge and VIP Terminal. 3. Ensuring Cleanliness and Maintenance of the lounges. 4. Keeping record of VIP movements and reporting the same to management on daily basis through management report. 5. Reporting any incidents to seniors and updating the same in log books. 6. Proper handover and takeover of duty.
Plan, assist and Manage unplanned/ short term events & Crowd management	<ol style="list-style-type: none"> 1. Co-ordinate in any unplanned events organized by BIAL or during visits of celebrities.
Emergency, Crises and Medical cases.	<ol style="list-style-type: none"> 1. Thorough knowledge of all emergency procedures. 2. Ensure readiness of staff, equipment and other resources for Emergency and Crises at lounges and VIP terminal. 3. Making proper record of series of event during emergencies at the respective allocation.
Ensuring Safety, Security of VIP/VVIP / CIP and all dignitaries	<ol style="list-style-type: none"> 1. Ensure travel of VIP is taken care in most efficient manner in consideration of the sensitivity of the situation without compromising safety and security.

<p>Guest Relations, VIP Handling and Facilitation</p>	<ol style="list-style-type: none"> 1. Ensuring all requests from State or Central government for handling guests adhered to. 2. Coordination for smooth movement of VIP/VVIP through a dedicated team of GRE and GRM. 3. Representing BIAL for all advance protocol and liaison for movements of Presidents/PM and other Heads of countries. 4. Coordination with BCAS, MoCA, MEA, MoD and MHA for VVIP movements. 5. Issuance of Airport Permits and passes in a quick and un biased manner in co-ordination with pass office and Terminal Manager.
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3. MAJOR CHALLENGES

- Coordination with Government agencies to organize the flow as required by the visiting dignitaries. Strike a balance between the Guest requirement, Operations and the Govt. Agencies.
- Understand and maintain the protocol between two countries and/or GOI.

4. INTERACTIONS

Internal Interaction

All technical and equipment staff of BIAL. All Heads and Directors while they are travelling through BIA sometimes coordinating with other airports too, Chairman, MD and Board of Directors facilitation on/off BIA during their visit.

External Interactions

Ministers/IAS/IPS/Defense Officers. MD/Chairman/CEO of corporate houses. Protocol officers of various agencies and corporates. Celebrities. Embassies, Trade Houses, High Commissions and Consulates of all countries.

5. SKILLS AND KNOWLEDGE -

Educational Qualifications

- Able to speak English and Hindi. Kannada desirable
- Desirable - fair and clear complexion, minimum height 5 ft.5 inch.
- Weight as per the Height (body standards)
- Able to work in shifts

Relevant and total years of Experience

- Graduate with 2 - 4 years of experience in Airlines.
- PUC with 4 - 6 years in hospitality industry in supervisory level or team leader.
- Basic knowledge of ICAO or IATA annexures. (not mandatory - in house training provided)
- Basic knowledge of airlines processes. (not mandatory - in house training provided)