



Fri 16 October 2020

Lets Delight

Creator of Customer Contentment role description

Your place in our team

As a team member you will enjoy a flexible work structure along with support and fellowship from everyone at Lets Delight. You will work remotely, much of the time on your own so being able to plan and organise your time and prioritise your work are essential skills. Remote doesn't mean detached and you will communicate frequently with other team members through Microsoft Teams. You will also get to see other human beings in a socially distanced way on occasion as you will be encounter us and guests sometimes. We even hold in person meetings occasionally!

What you will be doing

The Creator of Customer Contentment has two parts to the position. You will be the first contact many clients have with Lets Delight. You will be calling people on the telephone after they have enquired or booked. It will be your role to answer any queries and help in whatever way they need or want. Then, before they arrive, cleaning and preparing the property for them and their requirements. You will be taking your lead from Joolz, our Estates Director and Ian, our Managing Director. You will certainly need to be curious and eager to learn if you want to stand a chance of impressing those two! Full training and ongoing development will be provided.



This is not a sales role. But you will be reminding people that we exist. Some of the time you will be creating ideas for marketing material with plenty of support. We like things out of the ordinary, so we'd like to see something more than just the usual CV and covering letter. We love to receive videos. Primarily, you will be making it easy for people to do business with us and reminding them that we exist. Then ensuring that they have a fabulous stay with us.

The core role is four hours per week with a starting salary of £9.24 per hour rising to £10.15 per hour. Plus, changeovers as necessary paid at £45 each. These average 2 hours - expect to be doing several each week.

www.letsdelight.co.uk

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Lets Delight Ltd. is registered in England.
Company registration no. 10674088

Are you the right person?

At Lets Delight we care...if you are going to fit in, you too will care...



You will create good things; you will communicate what you have created, and you will care about what you have created.

But it doesn't stop there. As well as caring about creating and clearly communicating, you will care about the customers, care about the clients and care about your colleagues.

Do you care?

Your essential skills

As you will be working remotely, you will need to be organised and capable of setting priorities and deadlines. But that isn't enough as you need to be able to show us that you can do these things.

In a small business, things move quickly and change rapidly which means you must be flexible and adaptable. Again, expect to convince us that this describes you.

Computer literacy is needed but you don't need to be an expert or a genius.

More than anything, you are friendly, helpful and looking for a challenge. You are eager to learn new skills and grow your abilities. Does this sound like you? If so, get in touch...

A bit about us...

Lets Delight are a Warwickshire based property company that provides fabulous homes to tenants, exemplary overnight accommodation for one off guests and an excellent return to investors. Our Shared Living Projects are for young people, typically freshly out of college or university and provide short-term flexibility coupled with long-term stability. Budgeting is made easy as one monthly payment covers everything – only their personal mobile bill needs paying; and the rest is fun money.



Lets Delight

The other side of the company is the Lets Stay brand. You will mostly be working in this part. This is Lets Delight Furnished Holiday Let properties for short stay guests travelling to visit family, for a holiday break, attending an event or staying away from home for work. These offer a more homely environment than a hotel as well as being single-units which cuts down the chances of cross-contamination of the Pesky Pandemic.

We actively market to private investors in the business as well as to guests at our Furnished Holiday Lets.

What next???

Look us up online... www.letsdelight.co.uk

Drop us a line... info@letsdelight.co.uk (don't be shy, we love hearing from people)