

Endless

career paths



to

pursue

TUI Airport Rep

Are you ready to embark on an exciting journey in the world of travel and tourism? Combine your passion for travel with work, creating unforgettable moments as one of our digitally experienced and helpful **Airport Reps**.

ABOUT THE JOB

- As the friendly TUI face at the airport, you warmly welcome them and build strong connections with each one. Making sure you create special moments for our guests from the moment they arrive.
- Be prepared to handle changes and challenges in the busy airport environment, ensuring all guests' questions are fully answered from their first to their last interaction.
- Ensure smooth and efficient airport operations by reliably handling all aspects of arrivals, departures, and transfers. Deliver see-off speeches on the buses before guests head off to their resorts.
- Monitor progress with service updates and guest feedback. Celebrate successes in meeting targets, solving problems, and providing great service.
- Proudly represent our company's values and culture, maintaining a positive attitude and professionalism to enhance the guest experience at the airport.

ABOUT YOU

- A friendly and empathetic individual who naturally connects with people, making them feel welcomed and supported.
- Dedicated to making our guests happy, going above and beyond to create unforgettable experiences from the moment they arrive until their departure.
- A quick learner, ready to master the technology and tools needed for the role. Embrace new knowledge and feedback, and enthusiastic about getting to know our amazing products and services.
- Enjoy working in a fast-paced environment and love working with a diverse team, respecting different cultures. Flexible with the schedule, including rotating daytime and occasional night shifts.
- Turning challenges into opportunities and remaining calm under pressure. Proactively identify and resolve issues creatively before they escalate to ensure a smooth airport experience for guests.
- Fully conversational in English – additional languages will be helpful.

From a workplace to a place to belong, we embrace diversity, equity and inclusion, encouraging everyone to come as you are, because together our potential is limitless. We are committed to supporting candidates with disabilities and impairments so if you require any support, please do let us know.