

Lifestyle Manager, UK Hotels Specialist (London and Maidenhead)

Ten is looking for passionate, motivated and resourceful individuals to join its fast-growing UK destination team. You must have experience of working in the travel / hospitality industry to apply for this role.

Ten provides award-winning intelligent support to private members, corporate clients and professional communities.

Our lifestyle concierge business has offices in London, Maidenhead, Hong Kong, New York, Miami and San Francisco and is growing fast. We are passionate about service and use our insider know-how, contacts and buying power to help our members get the most from life, wherever they are in the world. We organise everything from home repairs to luxury travel, gift buying or access to exclusive restaurants, clubs and events.

You will be a hotel specialist working within a team of UK destination experts, fulfilling accommodation requests on behalf of our high-net-worth members when they plan to travel within the UK. You will develop excellent working relationships with key staff at individual hotels to secure the best possible service for our members at all times, and earn and deserve the trust of the overall Ten business.

Your exceptional customer service skills, in-depth knowledge of hotels in your region and genuine passion for the world of luxury travel will deliver superb member satisfaction and repeat use of Ten's services.

You will also regularly help with requests for other services in the UK as part of the wider UK destination team.

We are looking for:

- Two or more years' experience in a sales or customer service role, working primarily with luxury hotels. Your current place of work might be a hotel group, travel agency, destination management company, tour operator or concierge business
- You will be a high performer who consistently beats sales and customer service targets in your current role; you are known as one of the 'stars' in your company for your ability to consistently deliver superb service with many repeat customers, and hit your sales and other performance targets
- A knowledge of and enthusiasm for a wide range of leisure and city destinations and types of travel
- Superb attention to detail especially when working under pressure

Working at Ten

We offer a competitive salary and performance-related bonuses, in addition to a range of employee benefits such as subsidised gym membership. Ten is a fun, social place to work with the opportunity for real career development. We encourage all our staff to incorporate their aspirations and interests into their career at Ten. This role is based at our London and Maidenhead offices.

To apply

Please read the instructions on the 'current vacancies' page of www.tengroup.com then email your CV and covering letter to hr@tengroup.com