

EUROSTAR KIOSK & LOUNGE Attendant

BRUSSELS based

As a member of the Connected Service KIOSK & LOUNGE TEAM, you will be responsible for

Giving info to customers

- ▮ Wayfinding blue/red trains & platforms
- ▮ Info about blue/red routes
- ▮ Next departures/arrivals
- ▮ Connections, public transport, taxi
- ▮ On Board Services
- ▮ Loyalty program
- ▮ Station Services

Aftersales

- ▮ Ticket exchange & modification
- ▮ HOTNAT
- ▮ Customer account access
- ▮ Liaison with customer service centre

Contact point during disruptions

- ▮ Customer gathering
- ▮ Vouchers/GeSiPer/mealbox distribution
- ▮ Contact point for on-call staff & equipment

Profile

- ▮ Stress resistant & patient
- ▮ Flexible, can-do attitude, autonomous; assertive
- ▮ You are "Customer Care" oriented and excellence in customer service is your thing
- ▮ Experience acquired in a service-related environment is an asset
- ▮ Languages required: good level of Dutch, French and English
- ▮ Education: secondary school degree or equivalent by experience.
- ▮ Good command of Microsoft Office (Word, Excel).

Practical

- ▮ Your work is varied: early-late-day shifts, weekends and public holidays.
- ▮ We offer 30,4h/w contracts – regime: 4 to 5 days/week