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IndiGo Airlines – Front Desk Manager/All India Jobs

Job Location

India
Remote work from: IND

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Base Salary

USD 13 - USD 26

Qualifications

Graduate

Employment Type

Full-time

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Description

IndiGo Airlines

We are looking for a passionate and organized individual to join our team as a Front Desk Manager at IndiGo Airlines. In this role, you will be the first point of contact for passengers at the airport, ensuring a smooth and seamless travel experience. You will play a vital role in upholding IndiGo's reputation for exceptional customer service and operational efficiency.

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Responsibilities:

- **Guest Experience:** Welcome passengers with a warm and professional demeanor, providing clear and accurate information on check-in procedures, boarding passes, and baggage allowance.
- **Operational Excellence:** Ensure efficient check-in and boarding processes, resolving any issues promptly and professionally. Assist with boarding gate announcements and passenger flow management.
- **Problem-Solving:** Address passenger concerns and complaints effectively, de-escalating situations and finding solutions to maintain a positive and welcoming environment.
- **Teamwork:** Collaborate effectively with other airport staff, including ground crew, security personnel, and cabin crew, to ensure seamless operations.
- **Data Management:** Maintain accurate records of passenger information and flight details, adhering to strict data privacy regulations.
- **Reporting:** Prepare and submit reports on passenger numbers, boarding

Hiring organization

Indigo

Date posted

February 6, 2024

Valid through

31.08.2024

APPLY NOW

times, and any operational issues encountered.

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Indigo Careers

Skills:

- Excellent communication and interpersonal skills, with the ability to build rapport with passengers from diverse backgrounds.
- Strong problem-solving and decision-making skills, with the ability to think on your feet and handle challenging situations calmly.
- Proficiency in Microsoft Office Suite and airport-specific software.
- Excellent time management and organizational skills, with the ability to prioritize tasks and work efficiently under pressure.
- A keen eye for detail and a commitment to accuracy.
- Ability to work independently and as part of a team.

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