



JOB DESCRIPTION

Job Title	Customer Experience Attendant
Management Level	Levels 11
Department	Membership & Customer Experience Function
Reporting To	Assistant Manager, Membership & Customer Experience / Designated Supervisor
Direct Reports	None

Overall Purpose:

To provide courteous, professional first-line customer service at the Club's reception and front office by welcoming members, guests and visitors, handling routine enquiries and reservations, providing accurate information, recording and following up customer requests, and ensuring that matters requiring further attention are appropriately referred.

Key Responsibilities

1) Reception and Front-Office Service.

- Welcome members, guests and visitors courteously and professionally.
- Operate the reception and front-office desk as a primary point of customer contact.
- Provide responsive first-line customer service and direct customers to the appropriate Club function where necessary.
- Support front-office operations during events and peak periods.

2) Member, Guest and Visitor Enquiries.

- Receive and respond to routine enquiries from members, guests and visitors.
- Provide appropriate information or direct enquiries to the relevant Club function.
- Handle routine service requests professionally and refer matters beyond delegated authority.

3) Telephone and Communication Handling.

- Answer, screen and direct telephone calls and enquiries appropriately.
- Receive customer enquiries through telephone, email, walk-in and other approved channels.
- Communicate relevant information clearly and professionally.

4) Reservations and Bookings.

- Receive and process approved table, facility, event and other Club reservation requests.
- Record and confirm reservation details accurately.
- Coordinate routine reservations with F&B, Golf, Gymkhana & Sports and other relevant departments.
- Communicate reservation information to affected departments and customers as appropriate.

5) Visitor Registration and Records.

- Support member, guest and visitor registration and access-control procedures.
- Maintain accurate visitor, enquiry, reservation and front-office records.
- Ensure required records are complete, current and properly maintained.



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6) Member Requests and Service Follow-up.

- Receive, record and follow up routine member requests and service concerns.
- Liaise with relevant departments on assigned requests requiring action.
- Provide appropriate updates on the progress of requests.
- Ensure unresolved requests are properly handed over to the designated supervisor or relevant function.
- Escalate complaints and issues beyond delegated authority.

7) Customer Information.

- Provide accurate information on Club facilities, services, programmes and activities.
- Maintain current information used in responding to customer enquiries.
- Direct customers to appropriate sources where information is outside the scope of the role.

8) Reception Presentation and Readiness.

- Maintain a clean, organized and welcoming reception environment.
- Ensure the reception desk and customer-service materials are orderly and readily available.
- Maintain professional personal presentation and conduct appropriate to a member-facing role.

9) Customer Feedback and Issue Recording.

- Record customer feedback and routine service issues received through the front office.
- Follow up on assigned customer concerns and communicate relevant information to the designated supervisor.
- Support preparation of routine front-office and customer-service information and reports.

10) Confidentiality and Service Standards.

- Maintain confidentiality of member, visitor, reservation and customer information.
- Handle customer information in accordance with Club procedures.
- Comply with Club customer-service, security, confidentiality and administrative procedures.
- Maintain professional and courteous conduct in all customer interactions.
- Perform any other duties reasonably assigned by the Supervisor.

Key Measures of Performance

Key Result Area	Measure
Reception and Front-Office Service	Quality, professionalism and responsiveness of first-line customer service
Member, Guest and Visitor Enquiries	Timely and appropriate handling of routine enquiries
Telephone and Communication Handling	Calls and other customer communications handled and directed appropriately
Reservations and Bookings	Accuracy and timeliness of reservation processing
Visitor Registration and Records	Completeness and accuracy of visitor and front-office records
Member Requests and Service Follow-up	Timely follow-up, communication and appropriate escalation of assigned requests



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Customer Information	Accuracy and currency of information provided to members, guests and visitors
Reception Presentation and Readiness	Cleanliness, organization and professional presentation of the reception area
Customer Feedback and Issue Recording	Accurate recording and appropriate follow-up or escalation of feedback and service issues
Confidentiality and Service Standards	Appropriate handling of customer information and consistent compliance with Club service standards

Minimum Qualifications & Experience

Requirement	Minimum Requirement
Academic Qualification	KCSE or equivalent qualification + a Certificate in Hospitality, Customer Service, Front Office, Business Administration or a related field.
Professional Certification	Not applicable.
Professional Membership	Not applicable.
Reception Operations	Basic knowledge of reception and front-office procedures.
Customer Service	Basic knowledge of professional customer service and service etiquette.
Reservations	Basic knowledge of booking and reservation procedures.
Communication	Good knowledge of telephone, email and face-to-face customer communication.
Club Services	Basic knowledge of Club facilities, activities and services.
Records and Confidentiality	Basic knowledge of records management and confidentiality.
Experience	Minimum of 1–2 years' relevant experience in reception, customer service and related front-office duties.

Key Relationships

Internal	
Contact	Nature of Interaction
Assistant Manager, Membership & Customer Experience	Reporting, direction and escalation
Customer Experience Assistant	Day-to-day customer-experience coordination
Membership & Customer Experience Officer	Membership-related enquiries and coordination
All Departments	Member, visitor and reservation coordination
Security	Visitor registration and access-control coordination
Facilities/Support Departments	Routine customer-service and facility requests



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External

Contact	Nature of Interaction
Members and Guests	Reception, enquiries, reservations and service assistance
Prospective Members and Visitors	Club information and first-impression service
External Callers/Visitors	Telephone, reception and routine information
Service Providers	Routine coordination where authorized

Agreed and accepted by:

Job Holder Signature	_____ Date: _____
Line Manager Signature	_____ Date: _____
HR Manager Signature	_____ Date: _____
General Manager Signature	_____ Date: _____