

Customer Service Representative – Qatar Airways Jobs In Adugodi, Bangalore

Hiring organization
Qatar Airways

Job Location

Adugodi, 560030, Bangalore, Karnataka, India

Date posted
May 30, 2023

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Valid through
31.12.2023

Base Salary

Rs. 24,700 - Rs. 32,200

APPLY NOW

Qualifications

Graduate

Employment Type

Full-time

Experience

2+Years Experience Required

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Description

Qatar Airways Jobs

Job Title: Customer Service Representative

Location: Adugodi, Bangalore

Job Summary: Qatar Airways, a leading international airline, is seeking dedicated and customer-oriented individuals to join our team as Customer Service Representatives at our Adugodi location in Bangalore. As a Customer Service Representative, you will play a vital role in providing exceptional service to our passengers, ensuring a seamless travel experience from beginning to end. Your friendly demeanor, excellent communication skills, and problem-solving abilities will contribute to creating a positive and memorable customer experience. This is an exciting opportunity to be part of a global airline and contribute to our mission of providing world-class service.

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Qatar Airways Careers

Responsibilities:

1. Passenger Assistance: Provide a warm welcome and friendly assistance to passengers at various touchpoints, including check-in counters, boarding gates, and arrival areas. Offer guidance and support during the check-in process, boarding procedures, and baggage handling. Respond promptly to passenger inquiries, providing accurate information and resolving issues or complaints in a professional and courteous manner.

2. **Flight Coordination:** Collaborate with the airline's operations team to ensure smooth flight operations. Assist in coordinating flight schedules, handling passenger transfers, and managing flight-related logistics. Monitor flight status and promptly communicate any changes or disruptions to passengers. Act as a liaison between passengers and other departments to facilitate a seamless travel experience.
3. **Customer Engagement:** Proactively engage with passengers to understand their needs and exceed their expectations. Provide personalized assistance, such as special meal requests, seating preferences, and travel accommodations. Anticipate and address passenger concerns, ensuring their comfort and satisfaction throughout their journey. Demonstrate empathy, patience, and a genuine commitment to delivering exceptional service.

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Qatar Airways Jobs Near Me

Skills and Qualifications:

- High school diploma or equivalent (a degree or certification in hospitality or customer service is a plus)
- Excellent verbal and written communication skills in English (additional language skills are advantageous)
- Strong interpersonal skills and the ability to build rapport with diverse individuals
- The customer-focused mindset with a strong commitment to providing exceptional service
- Ability to remain calm and composed in stressful situations
- Problem-solving and decision-making abilities
- Attention to detail and strong organizational skills
- Basic computer literacy and familiarity with reservation systems is a plus
- Flexibility to work in rotating shifts, including weekends and holidays

Important Links

Find the Link in [Apply Now](#) Button

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