

Customer Success Manager – Qatar Airways Jobs In MANDOLI SABOLI, Delhi

Hiring organization

Qatar Airways

Job Location

MANDOLI SABOLI, 110093, Delhi, East Delhi, India

Date posted

June 6, 2023

Valid through

31.12.2023

Base Salary

Rs. 24,700 - Rs. 32,200

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Qualifications

Graduate

Employment Type

Full-time

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Description

Qatar Airways Jobs

Job Description: Customer Success Manager – Qatar Airways

Location: Mandoli Saboli, Delhi

Qatar Airways, a leading international airline, is seeking a dynamic and customer-oriented individual to join our team as a Customer Success Manager in Mandoli Saboli, Delhi. As a Customer Success Manager, you will be responsible for ensuring a high level of customer satisfaction and building long-term relationships with our valued customers. This is an exciting opportunity for individuals with a strong passion for customer service and a desire to excel in the airline industry.

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Qatar Airways Careers

Responsibilities:

1. Customer Relationship Management: Build and maintain strong relationships with Qatar Airways' customers, including corporate clients, travel agencies, and individual travelers. Serve as the primary point of contact for customer inquiries, requests, and concerns. Proactively engage with customers to understand their needs, address any issues, and provide personalized assistance and solutions.
2. Customer Retention and Expansion: Develop strategies to maximize customer retention and drive customer satisfaction. Collaborate with sales and marketing teams to identify opportunities for account expansion and upselling of Qatar Airways' products and services. Conduct regular business reviews with key customers to assess their satisfaction, identify areas for improvement, and propose customized solutions to enhance their

experience.

3. **Service Excellence:** Ensure the delivery of exceptional customer service by Qatar Airways' staff and partners. Monitor customer feedback, analyze trends, and implement improvement initiatives to enhance the overall customer experience. Work closely with operational teams to resolve service-related issues promptly and effectively. Act as an advocate for the customer within the organization, ensuring their needs and expectations are met and exceeded.

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Qatar Airways Jobs Near Me

Skills and Qualifications:

- Bachelor's degree in Business Administration, Hospitality, or a related field. A master's degree is advantageous.
- Proven experience as a Customer Success Manager or in a similar customer-facing role, preferably in the airline or travel industry.
- Excellent interpersonal and communication skills, with the ability to build rapport and establish trust with customers.
- Strong customer service orientation and a genuine passion for delivering exceptional customer experiences.
- Ability to understand and anticipate customer needs and provide proactive and personalized solutions.
- Exceptional problem-solving and conflict resolution skills, with the ability to handle challenging situations with tact and diplomacy.
- Strong organizational and time management skills, with the ability to manage multiple customer accounts and priorities.

Important Links

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