



## **Customer Services Assistant**

The Customer Services team is responsible for responding to all Guest feedback, both positive and negative, ensuring appropriate action is taken. You will be responsible for ensuring all feedback is responded to in a timely manner, demonstrating, on behalf of the company, the importance that is placed on receiving Guest feedback.

You will respond to feedback via letter, email, Guest Action Reports and telephone calls, this must always be to the highest standard, ensuring all communication displays a true understanding of the Guest's issue and also reflects the aims and objectives of the LEGO Values and what the Park strives to deliver. You will also provide a suitable solution to each piece of feedback within the current guidelines and take full responsibility for the information and resolution of each feedback case.

Salary: £5.95 per hour plus benefits

### **The Person**

We aim to provide the highest standards of service and enjoyment for our guests, so the following attributes are essential to be part of the LEGOLAND Windsor team:

- A passion for serving others
- Well groomed personal appearance
- Friendly, outgoing personality
- Confidence and a real desire to interact with children
- Ability to work as part of a team
- A willingness to work hard and have fun at the same time

You will also need to be a strong communicator and have an excellent telephone manner. Good knowledge of Microsoft packages and outstanding written and oral communication is essential.

### **How to Apply**

Check out what vacancies we have and apply online by returning to the Job & Careers homepage and following the link:

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