

## JOB DESCRIPTION: MEET AND GREET

Our Meet and Greet service is a vital part of our students arriving into Exeter, Devon. As meet and greet sub-contractors you will be the first point of contact for Exeter Homestay UK for our new students and host families upon the student's arrival to Exeter. Punctuality and organisational skills are essential to this role.

You will be expected to meet all group leaders/students or coaches at the required meeting point and introduce them in a polite and organised way to their host families in accordance to the allocated list/paperwork supplied prior to the group's arrival. You will be required to work on an ad hoc basis for each scheduled arrival which you will be informed in good time and upon the confirmation of the booking. Once you have confirmed your availability, you must be available for all meeting times for the duration of the meet and greet service.

### You will be expected to:

- Wear the correct supplied uniform to each meet and greet ensuring that it is clean/smart and your identity badge is clearly visible. Wear sensible shoes and smart black trousers/skirt.
- Travel to the arrival /departure point as specified in your paperwork.
- You are expected to be at the arrival point 15 mins before the arrival time (*i.e. 18.45 for a 19.00PM arrival*)
- You are expected to be at the drop off point 15 mins before the drop off time (*i.e. 7.30am for a 7.45pm drop off*) and to remain there until all students are accounted for. Typically, coach arrival times are 7pm and drop off are 7.45-8.00am. **NEVER CHANGE THE TIMINGS**
- Communicate any delays with host families and leaders if unforeseen circumstances arise and maintain a professional and friendly manner OR contact Carol.
- Introduce yourself to the students by giving a short speech on the coach welcoming them.
- Introduce new students to their host families in an organised and efficient manner.
- **Act professionally at all times** as a **representative of Exeter Homestay UK** (Smoking or the use of foul language is not permitted).
- Answer questions from host families on arrivals about the program if needed on occasion.
- (AFTER THE COACH IS OFFLOADED ONLY OR WRITE IT DOWN)
- On occasion a family might be unable to arrive for collection, you will be given details of procedures to carry out if this should occur.
- **Do NOT** discuss anything to the leader other than a student or host family problem. **DO NOT** change their programme at any time.
- Ensure you have received the leader feedback form upon their final departure.
- Ensure the confidentiality of all Exeter Homestay UK Families, procedures and clients as per the confidentiality agreement.
- Adhere to the specification outlined in the privacy policy.
- Be available during the busy arrival/departure periods between Mar--July and ensure any holidays between this period are agreed prior to arrangement with management
- maintain a high degree of flexibility in accordance to the availability agreed upon application.
- Ensure you adhere to our Code of Conduct, Safeguarding Policies & Privacy Policies

**Evidence of a current DBS certificate must be supplied.**

**All meet and greet sub-contractors must hold a valid public liability insurance and evidence supplied.**