

Company Profile

Quintessentially - World's leading luxury lifestyle group. With offices in over 68 cities across the world, Quintessentially offers access to the inaccessible & seemingly make impossible, possible. With a private members' club with a 24 hour concierge service, the Group encompasses 32 luxury sister companies comprising of experts in travel, wine, art, music, luxury retail, flowers, private aviation and more.

Job Description Corporate/General Lifestyle Manager

The Corporate Lifestyle Manager will be responsible for delivering & maintaining exceptional service levels by: Meeting with their Corporate Members at initial introduction to service & intro to Manager stage, and at any other stage throughout the membership as requested by the Member – with a view to 'really getting to know' the member;

Job Functions

- Selecting appropriate form of member communication – based on effectiveness, swift resolution, & members' preference.
- Good knowledge of worldwide travel destinations & luxury products/services, given that our members are based around the globe & request info regarding predominantly travel, leisure & services worldwide.
- Keeping member updated regularly, set deadlines for updates & meet them or provide new update deadline in advance of current one expiring
- Following up with member post-request & obtain feedback – and communicating to relevant parties (Line Manager, Bus Dev, Supplier directly);
- Offering customized, personalized, tailored suggestions when fulfilling requests, in accordance to their Corporate Members' known preferences & likings – exhibiting good member relationships & genuine care for their welfare
- Creating and maintaining appropriate member profile groupings by interest, likes & dislikes; to provide a data mine of relevant and up to date information

Required Qualifications

- Work background in any of the following sectors/areas, Customer Service Management, Guest Relations, Lifestyle and or Account Management, Hospitality, luxury travel & leisure.
- Possess a minimum of 1-2 years Concierge experience
- In-depth understanding of requirements involved in the lifestyle management of affluent, high-net worthies.