



CABIN AND CUSTOMER HOSPITALITY SUPERVISOR. VILNIUS, LITHUANIA

Are you passionate about aviation, customer experience, and operational excellence? Join our dynamic team where your attention to detail, creativity, and commitment to service will help elevate the onboard experience for both crew and passengers. If you're ready to make a real impact behind the scenes, we'd love to hear from you!

We would like to entrust you with the following duties:

- Upload necessary information regarding the flight on the required database.
- Follow the company operating systems and procedures.
- Look for new ideas on improving service (customer hospitality) on board.
- Handle customer inquiries, complaints, and special requests during flights.
- Take care of pilots' and cabin crew uniforms – follow their needs, ensure the correct process of issuing uniforms, and respond promptly to their requests.
- Control and coordinate the process of VIP cabin crew uniform fittings.
- Check and approve invoices related to catering and uniform supplies.

To qualify for the role, we expect you to have:

- Understanding what customer hospitality in aviation is, would be advantage.
- Appreciation and understanding of various customer demographics, psychographics and cultural diversity and interpersonal styles.
- Strong sense of initiative and accountability.
- Excellent multitasking, negotiation, and problem-solving skills in a timely manner.
- Excellent verbal and written communication in English.
- Ability to work in a team.

We offer you and guarantee:

- An interesting and challenging position within an international company in a fast-moving and fascinating aviation industry.
- Continuous improvement and the opportunity to gain unique knowledge while working in a highly dynamic organization leading its field of activity.
- Many challenges, participation in various projects, and events.
- Additional Health insurance according to the company policy.
- Possibility to implement innovative ideas and solutions.
- Free gym in the office.
- Free childcare zone.
- Free parking next to the main office building.
- Other benefits from Avia Solutions Group.

We will be happy to discuss the specific amount during an interview based on your experience and qualifications.

Salary: from 1400 € to 2000 € (brutto)

KlasJet is an exclusive private and corporate jet charter company, renowned as a leader in the provision of bespoke group flights worldwide. Operating one of the biggest Boeing 737-VIP fleets globally, the company stands out visually through its unique livery, and professionally through its reputation for offering meticulously personalised, high-quality customer service. From sports teams and entertainers, meetings and events, to diplomatic envoys and corporate business travel KlasJet can offer the perfect service tailored uniquely to any particular needs.