

TERMS OF REFERENCE FOR GUEST RELATIONSHIP OFFICERS (GRO)

In general the job description of GRO is to assist TDAP Officers so that they could perform well in facilitating local exhibitors and foreign buyers.

The GROs will be stationed at B2B Secretariat at Expo Centre Lahore (for arranging B2B meetings with buyers and exhibitors), at the Hotels (for facilitating buyers staying in the guest), at the Airport (to facilitate arrival and departure of guests/buyers) at the Venue (to facilitate exhibitors), at the High Profile meetings and at Media Centre etc.

The Job description of GROS varies in accordance with his/her posting with TDAP Officers having different assignments but in general GROs offer assistance in the following:-

- Assist TDAP Officers in reviewing arrival lists continuously to welcome guests at Airport and then escort them to their assigned vehicles.
- Assist TDAP Officers in attending special guests (e.g. VIPs).
- Help prepare welcome folders having statistics of the respective country and its management according to the High Profile meetings with foreign delegates/dignitaries.
- Provide information about amenities, sectors placed in Halls etc.
- Offer assistance to TDAP Officers in confirming meeting arrangements of the delegates.
- Address customer complaints and escalate to TDAP Officers when needed.
- Assist in ensuring and providing flawless, upscale, professional and high class guest service experiences.
- Help in ensuring that delegates are properly responded/guided.
- Coordinate and manage communication between delegates and TDAP Officers and its follow-up to ensure the resolution of delegates' concerns.