

Have you ever faced an issue in finding the right hotel for yourself and family? Is it because of value for money, reliability, trust, or availability? No reason to struggle now and spend more than what your pocket allows. Say hello to FabHotels! Established in 2014, With proprietary technology and deep operations expertise driving guest experience, we're building India's largest & most preferred chain of economy hotels. Currently, with a network of 1000+ exclusive hotels across 65+ cities, we manage 20000+ rooms and deliver best-in-class hospitality at the most affordable prices. In 7 years since inception, we have become larger than many established traditional hotel chains and are on track to become the largest Indian hotel chain in the next 18-24 months. Founding & leadership team at FabHotels comes from diverse backgrounds – consulting, private equity, consumer tech companies, and ex-entrepreneurs. We are young, hungry, and relentless. Even Covid-19 could not dent our spirit and we're well on our way to gaining a larger market share and growing even faster with game-changing technology and new business lines. We want to be front-runners in bringing tech disruption to the Indian hospitality market. Join us and witness the magic yourself.

Role and Responsibilities: -

Responsible for customer complaints and escalations effectively, providing appropriate resolutions and escalating to stakeholders when necessary.
Responsible for providing efficient and professional support to customers, addressing their queries, concerns, and issues on the fresh desk tool.
Effectively close all tickets within the TAT
Serves as a primary point of contact for customers
Investigate escalated issues thoroughly, collaborating with relevant internal teams to gather information and resolve customer complaints effectively.

Qualifications and Skills:

Must be a 12th Passed.
Excellent written communication skills with a strong command of grammar, spelling, and punctuation.
Strong customer service and problem-solving skills, with the ability to handle challenging customer interactions.

Proficiency in using email and customer support software or tools.
Relevant Experience in the hospitality sector would be preferred