



## **Job Description**

**Designation** : Relationship Manager  
**Location** : New Delhi- Jasola District Centre  
**Company Website** : [www.tlcgroup.com](http://www.tlcgroup.com)

### **Key Responsibilities:**

1. Responsible for coordination with our hotel clients for engagement, promotional offers, training and performance reviews.
2. Managing the Client interaction escalation process, reviews and follow ups
3. Coordination with the call centre teams for two-way feedback and brief between the TLC Operations team and the Hotel teams
4. Review of the hotel voice scripts, talking lines and ensuring that the call centre teams present the brand well.
5. Liaising with the TLC Digital and Marketing Teams on behalf of the client and ensuring speedy implementation of agreed items.
6. Exploring Partnership opportunities for the company

### **Desired Skills:**

1. 5 or more years of experience in luxury hotel or a luxury product sale with exposure to revenue, sales and operations.
2. Strong communication and presentation skills in English
3. Should be smart, extremely confident & presentable.
4. Strong analytical skills and ability to plan new strategies.
5. Male/Female below 40 years of age.