

ARKA JAIN UNIVERSITY

TRAINING & PLACEMENT DEPARTMENT

PLACEMENT OPPORTUNITY @ [LASTMINUTE.COM](https://lastminute.com)

NOTICE NO.: AJU/T&P/PG/0056/21-22

DATE: 28 /02/2022

NAME OF COMPANY: Lastminute.com

Registration Deadline: 11:59 pm, 1st March 2022.

COMPANY PROFILE:

Lastminute.com was founded in London by Martha Lane Fox and Brent Hoberman in 1998 to offer late holiday deals online. The founders were colleagues at media strategy consultants Spectrum. By January 2000, the site had more than 500,000 regular users and its offerings had expanded to include travel, gifts and entertainment, with a specialisation in selling distressed inventory. It opened offices in Paris, Munich and Stockholm. During the ten months ending December 1999, the company handled £37m of transactions, which generated £330,000 of income. The shares floated on the London Stock Exchange on 14 March 2000. The shares were placed at 380p, valuing the company at £571m. The price rose on the first day of trading to 511p, giving a valuation of £768m, before falling back to 492.5p later in the day. The paper wealth of the founders of the business went up to around £300m. Two hundred and fifty thousand private investors had applied for shares in the flotation. 33m shares – 25% of the company – were being offered for sale, the bulk to institutional investors. Private applicants received just 35 shares each.

JOB PROFILE: Customer Support - Agent

JOB DESCRIPTION

Email agents support Lmn customers via email, this role include developing customer relationships

KEY RESPONSIBILITIES

- Identifying customer needs
- Recommending solutions
- Solving customer issues in a timely and accurate way
- Maintaining job knowledge
- Reporting to supervisors
- Forwarding unresolved queries to specialists

TO BE SUCCESSFUL IN THIS ROLE:

- An agent should be an excellent communicator, with good writing skills, patience, and attention to details, conflict resolution, and computer literacy who's able to earn our clients' trust.
- Agents should also be able to help establish our reputation as a company that offers excellent customer support during all post-sales procedures.
- Respond to customer queries in a timely and accurate way, via phone, email or chat.

REQUIREMENT:

- Excellent English knowledge
- Customer service attitude
- Willing to manage time zone overlap with European countries
- Passion for travel industry

JOB LOCATION:

Bangalore (work from office)
 6 days working and rotational weekends
 Timing: 2 pm - 11 pm(IST)
 Cab facilities for female employees

SALARY PACKAGE OFFERED:

Starting CTC. : INR 3.17 LPA
 Commute allowance: INR 2500/month
 Monthly individual performance based incentives up to a max of INR 5000
 We are also doing a one time Rs 75000 relocation incentive*

COURSE ELIGIBLE: MBA

ELIGIBLE PASSING YEAR: 2022

GENDER ELIGIBLE: Both Male & Female

TENTATIVE JOINING DATE/PERIOD:

SELECTION PROCESS:

Virtual Interview

ANY BOND/SECURITY AMOUNT: NO

PROCESS OF REGISTRATION:

01. Interested students need to click on the below link or copy/paste the link on Google Chrome (or any other Web Browser) to fill all their details in the provided Google form and should submit to register successfully.

<https://forms.gle/DH8PVRPWC4THfnxy9>

02. Students registered with the T&P Department for placements are only eligible.

03. Please note that it is mandatory to submit the above form to nominate successfully.

04. The form can be submitted only once, thus please be cautious while filling up the form.

05. The Resume File name must be the student's own name.

06. Registration Deadline: 11:59 pm, 1st March 2022.

07. The Registration process will automatically turn off after the provided deadline.

08. One student can Register only once, thus be cautious while registering.

09. You are advised to read & understand the disclaimer below before applying for this opportunity.

10. For queries you may Email placements@arkajainuniversity.ac.in

Sd/-



HEAD – TRAINING & PLACEMENTS

Disclaimer: The above Notice is based on the information as shared by the employer. The employer reserves the right to change or modify the afore-mentioned job details without any prior information. The Training & Placement Department and the University will not be responsible for any deviation. Nominating or applying for the vacancy/job profile indicates your agreement to all the Terms & Conditions/Training & Placement Department Placement Policy, in these terms, as modified from time to time. Therefore students are strictly advised to read clearly & understand the Placement Policy (Procedural & Behavioural both) laid by the AJU Training & Placement Department, before applying for the above-mentioned profile.