

Service Host, WG Davies, Swansea

Pay: £13.46 an hour

Job Type: part time, Monday to Friday

Hours: 24 hours per week, Monday to Friday, 8.30am to 5.00pm

Location: In person at WG Davies Ltd, St David's Road, Morriston Enterprise Park, Swansea SA6 8QL

Benefits

- Referral programme
- Employee discount
- Free parking
- Company pension
- On-site parking

Full Job Description

At WG Davies Ltd, exceptional service is at the heart of everything we do. We are looking for a proactive, customer-orientated Service Host who can represent our brand with professionalism and warmth, ensuring every customer feels valued and supported from the moment they step through our doors.

Role Overview

The Service Host is the first point of contact for customers visiting the HGV and LCV workshops. This role ensures a smooth, professional, and efficient customer experience from arrival through to vehicle handover. Working closely with Service Advisors, Technicians and Workshop Control, the Service Host supports the daily flow of workshop operations while maintaining high standards of communication, organisation, and customer care.

Key Responsibilities

Customer Experience

- Welcome all customers and drivers on arrival, ensuring a friendly and professional first impression.
- Guide customers through the check in process, confirming booking details and vehicle requirements.
- Provide clear updates on vehicle progress, delays, or additional work required.
- Manage waiting areas, ensuring they remain clean, comfortable, and well presented, provide refreshments.

Workshop Coordination Support

- Liaise with Service Advisors and Workshop Control to ensure accurate vehicle status information.
- Request authority from customers where needed.
- Assist with vehicle movement on-site, including parking, positioning for inspection and handover (HGV and LCV) and use of barrier system.
- Ensure vehicles are prepared for customer collection, including documentation and keys.

Administration

- Maintain accurate records of customer arrivals, job statuses and handovers.
- Support the creation and distribution of job cards, service documentation and customer paperwork.
- Handling payments.
- Handle incoming calls and direct enquiries to the appropriate team members.

Operational Support

- Assist with basic vehicle checks where required (e.g., mileage, damage recording, fuel levels).
- Support compliance with health and safety procedures across the workshop and customer areas.

Skills & Experience Required

Essential

- Strong customer service skills with a professional and approachable manner.
- Excellent communication and organisational abilities.
- Ability to work confidently in a fast-paced workshop environment.
- Competent with basic IT systems and administrative tasks.

Desirable

- Experience in a commercial vehicle workshop or automotive service environment.
- Knowledge of HGV/LCV operations, service processes, or workshop flow.

Personal Attributes

- Calm under pressure and able to prioritise effectively.
- Customer focused with a proactive, problem solving mindset.
- Team oriented, reliable, and adaptable.