

**French Resources has been selected to partner with Momentum to recruit French speaking Stewards and Stewardesses to work on Eurostar trains.**

This is an exciting opportunity to join their onboard services team as a crew member (Steward/ess), working onboard Eurostar trains providing world-class customer service. They are a multicultural company with a friendly, family atmosphere.

This is a fantastic chance to help in their goal of creating a world-class catering and customer service for their client, Eurostar.

This is a demanding yet rewarding role, where you will travel onboard Eurostar services delivering an excellent service to passengers. You will work in either Standard Premier or Business Premier to start with and then may be trained in their Café Metropole.

You will also ensure our passengers are your fellow colleagues are kept safe, by always following our health and safety and working procedures.

This is for a **fixed term contract** for a 3-month period, with the possibility of extensions.

**If you feel your skills and experience would fit into this role, we encourage you to apply by using the following email address [hr@momentumltd.eu](mailto:hr@momentumltd.eu)**

**ROLE of the Steward/ess:**

- Providing world-class customer service to all passengers, but adhering to our procedures and policies at the same time
- Playing your part in ensuring a safe working environment
- Working as part of a team to solve issues and ensure passengers have a seamless journey
- Reporting any issues to the Purser in charge of the service
- Ensuring you always look the part and are always groomed to our high standards, wearing your uniform with pride

**PROFILE:**

- You must be able to speak both English and French to a good standard
- Experience in delivering amazing customer service
- Experience of working as a team to solve an issue
- Great interpersonal skills
- Amazing customer service skills
- Team player, resilient, consistent, proactive
- Problem solving orientated

**OFFER DETAILS:**

You will work on an annualized hours basis, which means you may work more hours during our peak periods than other months. In total you will be contracted for 1820 hours per year, which works out to roughly 151 hours per month. Services run 364 days of the year and start very early and sometimes arrive back very late. Full information will be provided to successful candidates.