

Date: 29-07-2022

Job opportunities at MiStay

MiStay is a travel-tech startup that allows booking hotel rooms by pack of hours with flexible check-in/ check-out times. Founded by alumni of IIT Madras, MiStay is backed by investors such as Axilor Ventures & Infosys founder Kris Gopalakrishnan and has been listed among "Top 5 Websites globally for Hourly or Day-use Hotels". MiStay is currently operational in ~ 90 cities with over ~ 1500 partner hotels.

The selected students will work in a fast-paced entrepreneurial environment. The core responsibilities of the role are mentioned below:

What are my responsibilities?

1. **Customer Management:** Addressing the queries of customers or partner hotels over call & email and providing the required support.
2. **Booking Management:** Coordinating with the hotels to ensure every booking is well recorded to ensure a smooth experience for the customers.
3. **Escalations Management:** Resolving any customer grievances and managing the escalations promptly & appropriately to win back the trust of the customers.
4. **Support Services:** Providing support in other functions as per the need such as onboarding the partner hotels to MiStay platform, providing research & analysis support to product, marketing, business development & other teams as required to drive growth.

What does the company do?

MiStay is a travel-tech startup founded by the alumni of IIT Chennai and is funded by Axilor Ventures. Currently, MiStay operates in over 90 cities with around 1800 hotel partners. MiStay allows booking hotel rooms by the pack of hours with flexible check-in/ check-out time while giving hotels a new channel to increase occupancy and revenue.

Requirement:

- Excellent communication skills with a strong ability to empathize with people
- Passion for operations and customer management.
- Candidates shall be available to work on shifts (such as '6 am - 3 pm', '10 am - 7 pm', '2 pm - 11 pm') as per the requirement.
- Candidates should be fluent in English and Hindi.

Students from all the programs are eligible to apply. Preferable BBA undergraduates.
Joining Date: We have an immediate requirement.

Salary: Rs. 3,50,000 CTC

Additional benefits-

1. *Medical Insurance*- this includes coverage of health insurance, personal accident and other health benefits like free tele consultation with doctors (which includes mental wellness consultation, general/ urgent consultations etc), unlimited dental consultation, free vision check up and discounted medicines.

Location: HSR Layout, Bangalore.

Interested students to fill-up the below link by 31-07-2022.

[Candidate Form](#)