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| **Position Title:** | Concierge |
| **Department:** | Front Office |
| **Reports To:** | General/Hotel Manager, Guest Services Manager, Front Desk Manager |
| **Job Family:** | Individual Contributor |

**Purpose**

Model the way and empower the concierge team to provide exceptional customer experiences by embracing our brand behaviours and service philosophies, ensuring the highest level of customer satisfaction is achieved. Focus on assisting management with the daily concierge operations, development of team members and safety and security of guests.

| **Key Relationships** | |
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| Internal | Senior Managers, Concierge, Reservations, Housekeeping, Maintenance, Food & Beverage, and team members across all departments |
| External | Customers, potential customers, visitors, vendors, and contractors |
| Direct Report | Porters |

**Duties and Responsibilities**

- Maintaining a high standard of service, ensuring that service is tailored to the needs of each guest, resulting in an exceptional experience.
- Ensure that individual guests, groups, and customers are welcomed warmly, greeted by name wherever possible, and are efficiently guided through what the hotel has to offer in accordance with established policies and procedures.
- Assist guests with their luggage, delivery of guest messages and any other special requirements that they may have (within reason).
- Anticipate guest needs and encourage the team to actively engage in conversation with guests to accurately uncover their needs.
- Manage the shift and ensure the smooth daily operation of the concierge department at all times.
- Provide expert knowledge of the Hotels local area
- Ensure the concierge desk is manned at all times and that all team members are well versed in all local information including transport connections, restaurants, and attractions
- Be responsible for the safe handling and storage of all guest luggage.
- Ensure all group luggage is correctly tagged and delivered correctly and efficiently to and from the rooms.
- Perform valet parking duties as directed.
- Ensure the guest cars are parked safely, without damage, handled correctly and all car keys are kept secure.
- Assist guests with special requests, general information, transportation, event tickets, restaurant, airline reservations and any other reasonable requests as they arise.
- Maintain accurate information and records including the correct guest details and linking guest profiles.
- Monitor and maintain the dispatch and delivery of guest laundry, dry cleaning, and parcels.
- Ensure that cots and rollaway beds are delivered by the concierge team as required.
- Attend to minor maintenance requirements when the maintenance person is not on duty.
- Conduct regular security checks of the hotel, both externally and internally when directed.
- Maintain immaculate presentation and grooming, wearing designated uniform and name badge at all times.
- Ensure the orderly and clutter free appearance of the concierge/front desk area including the foyer/forecourt and assist in maintaining the immaculate physical appearance of all hotel public areas.
- Ensuring the float and cash up for car parking are accurate at all times and cash handling policies are followed by the team.
- Leadership of the concierge team in the absence of the Chief Concierge.
- Perform any other reasonable task or instruction as directed by management or a representative of management.

- Lead team members by setting a positive example. Instruct, train and develop team members.
- Assist in empowering the concierge team, with clearly defined parameters to do anything to make the guest's stay more comfortable.
- Maintain clear and concise communications with all departments and management regarding special requests, guest requirements, and general hotel events.
- Take an active part in the ongoing "on the job" training of team members to ensure they have the necessary skills to perform their job efficiently and effectively.
- Cross train team members in all front office duties where possible to increase flexibility.
- Monitor grooming and presentation of all team members to ensure standards are adhered to.
- Assist with rosters for team, ensuring effective coverage whilst maintaining cost effectiveness and ensuring they are done in a designated time frame.
- Assist with recruitment, performance reviews, management, and development of all team members.
- Assist other departments on busy days and complete any other duties as request by the department or hotel manager to meet business demands.
- Attend and actively participate in training programs as required.
- Put into practice in the business all training that has been completed at The Hotel Britomart.
- Where possible cross train in all reception duties.
- Demonstrate a complete knowledge of all room types, rates and services provided by the hotel, and be prepared to 'sell' at all times.
- Maintain up to date knowledge of all key events and what is happening in the city, as well as key information to assist guests e.g., tram/bus numbers and timetables.
- Be aware and abide by the privacy act with respect to all customers.
- Ensure the company code of conduct and team handbook are adhered to.
- Understand relevant departmental policies and procedures and abide by these team member guidelines at all times.
- Understand and ensure adherence to The Hotel Britomart hotels credit and account policies and procedures with respect to all cashiering and auditing functions, ensuring guest accounts are accurate and all charges are correct and posted prior to checkout.
- Audit the daily activity of all Front Office operations, to ensure all activities are performed accurately and completed in accordance with established policies & procedures.
- Ensure the orderly and clutter free appearance of the front desk and assist in maintaining the immaculate physical appearance of the hotel lobby.
- Understand The Hotel Britomart OH&S policies and procedures and abide by these team member guidelines at all times.
- Report Hazards, near misses and accidents at the workplace immediately.
- Ensure guest security and privacy is maintained at all times.

**Physical Requirements**

- Frequent use of both hands for continuous grasping and use of fine motor skills
- Frequent movement due to other manual tasks (i.e. squatting / kneeling / reaching / pushing. Etc)
- Constant standing & walking on various finished surfaces, including ascending and descending staircases.
- Frequent lifting and moving of objects up to 20 kgs. A visual risk assessment should be completed prior to single person lifting.
- Moving or lifting objects over 20 kgs or objects of an awkward nature must be a two person lift or aided by an appropriate manual handling lifting / moving device.

**Education**

- Diploma of Hotel/Hospitality Management desirable but not essential.

**Experience**

- Minimum 1-2 years' experience within a similar position of similar size hotel.
- Previous supervisory experience preferred.

The Hotel Britomart

| Acknowledgement |
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| *To summarise, it is not the intent by way of this Position Description to limit the flexibility required, scope, or responsibilities of this role, but to highlight the most important aspects of your position.*<br>I acknowledge that I have read and understand the above Position Description and agree to carry out all duties as described to the performance standards required.<br><br>Team Member Signature: _____<br>Team Member Name: _____<br>Date: _____ |