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| Job Band – 5  Hotel Level – III - V | Department – Rooms  Reports to – Front Office Manager / Director of Rooms |

Welcome to ABC HOTEL. Now that you’re part of our family, let’s explain the role you will play.

## What’s the job?

## The moment a guest steps into one of our hotels, they walk into a genuinely memorable experience. As Chief Concierge you’ll lead the delivery of guest requests and enquiries to ensure complete guest satisfaction. You'll also be a brand ambassador and develop great working relationships with internal and external stakeholders.

## Your day-to-day

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| **Guest experience**   * Make sure our guests always get a warm welcome and a sincere farewell from you and your team * Support any needs at the bell stand or the door while ensuring the lobby and Concierge areas look great * Deliver a memorable experience to guests with a swift and personal service – not forgetting to recognise and record guest preferences * Resolve guest issues and use their feedback to improve guest satisfaction * Collate and share local insights to meet guest requests i.e. sporting events, places of interest and local restaurants * Make great guest relationships in a very short space of time * Effortlessly meet the diverse cultural needs of guests from around the world | **People**   * Manage daily staffing needs, plan and assign work * Develop your team and improve their performance through coaching and feedback, and create performance and development goals for colleagues - recognising good performance * Educate and train team members in compliance with federal, state and local laws and safety regulations * Ensure your team have the tools and equipment they need to carry out their job properly * Train team members on systems, security and cash handling procedures and hotel services to quality standards |

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| **Financial**   * Help control hotel costs by managing the schedule according to occupancy and guest demands * Contribute to hotel revenues – e.g. through tour and transportation bookings * Promote the hotel’s other businesses such as food, drink and Spas at every opportunue moment | **Responsible business**   * Make sure you and your team are aware of credit policies and accounting practices * Be fully aware of the ethical behaviour of the vendors and service providers you recommend to guests * Demonstrate daily guest discretion, ethical behaviour, privacy and confidentiality |

**Accountability**

Report to a Front Office Manager, Director of Rooms or General Manager. Typically supervises Concierge desk, Bell desk, and Drivers. Accountability is directed by property requirements

**What we need from you**

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| * A High School diploma / qualification - college and university degree would be great but it’s not essential * At least four years‘ experience in an upscale hotel / equivalent environment as a Concierge or related discipline | * Fluent English and local language is essential, any additional other languages would be great * At least one years’ supervisory experience or equivalent combination of education and experience |
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## How do I deliver this?

We genuinely care about people and we show this through living out our promise of True Hospitality each and every day. It’s what connects every colleague in all ABC HOTEL® hotels.

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| Each ABC HOTEL® hotel brand delivers True Hospitality in their own way, and at the heart of it all are specific, core service skills.   * True Attitude: being caring, wanting to make a positive difference, and building genuine connections with guests * True Confidence: having the knowledge and skills to perform your role, and giving guests the confidence that they can trust you, to help and support them during their stay * True Listening: focusing on what your guest is saying, picking up on body language that is often overlooked, and understanding what the guest wants and needs * True Responsiveness: is about providing guests with what they need, and doing so in a timely and caring manner | There’s so much more to the job than we can capture here. It’s simply about creating great experiences, doing the right thing and understanding people. |

The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.

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| Employee Name (Print) |  | Employee Signature |  | Date |