

POSITION DESCRIPTION

Job Title: Concierge Supervisor
Department: Front Office
Employment Type: Full Time
Reports to: Front Office Manager
Responsible for: Supervising teams, processes, outputs, results and growth relating to effective Concierge operations.
Issued Date: 17 June 2019

Position Objectives:

The Concierge Supervisor must assist the front office management team in providing the effective service delivery within the Guest Services team to our guests and patrons in accordance with the required Hotel standards.

Although the Guest Services team is directly managed by the Front Office Manager, the Concierge Supervisor is responsible in conjunction with the front office management team for supervising the Guest Services team to ensure safe and satisfied guests, patrons and team members, whilst also delivering efficiencies and cost savings.

The Concierge Supervisor is responsible for creating a positive team environment and culture within the Guest Services Department. An opportunity to provide development and coaching to team members to continuously improve the team is crucial.

Under the guidance of the Director of Operations, Rooms & Revenue and 1834 Hotels the Concierge Supervisor must work to the hotel business plan provided by the Front Office Manager that ensures; business growth; profits meet budget; cost control; employee performance, efficiency, care (including Work Place Health & Safety standards) and development of the highest standard; and, use of strong business acumen and effective systems across the hotels.

Principal Responsibilities:

- Ensure smooth operations of the Guest Service department at all times.
- Oversee the training and development of all Guest Service staff.
- Engage and develop relationships with key local businesses.
- Organise regular “familiarisation” tours within area for all staff.
- Assist with the creation of weekly rosters based on operational requirements, adhering to monthly budget.
- Lead by example and contribute positively to the hotel culture.
- Coordinate Porter & Valets staff to ensure that both hotel entrances are monitored regularly and to ensure that all guests are welcomed and offered assistance.
- Delegate tasks to Porter & Valets staff, ensuring tasks are prioritised and completed in a timely fashion .
- Ensure each task actioned by the team is recorded on the “Concierge Control Sheet”, including but not limited to; car parking and retrieval, bag delivery and retrieval, other errands)
- Ensure the Concierge desk has a team member present at all times.
- Work closely with the Front Office Management team to achieve a memorable customer experience
- Assist all guest enquiries in .timely and professional manner.
- Greet all guests and all team members of the hotel in a cheerful, welcoming and courteous manner. *When greeting guests, aim to move out from behind the concierge desk.*
- Provide personal services of the highest level by providing recommendations, making and arranging deliveries. That may include (but is not limited to) restaurant bookings, recreational activities requests, museums, tour bookings, floral orders, theatre tickets, car hire, shoeshine, provide directions to venues and other guest requests.
- Ensure knowledge of local and regional attractions and in staying abreast with trends such as festivals, sporting events, theatre, concerts and more.
- Respond to all incoming phone calls in a welcoming and courteous manner observing the hotel’s telephone etiquette at all times.
- When receiving a guest complaint, ensure prompt action by the appropriate party and assure the guest of follow-up communication.
- Be fully conversant with all hotel facilities and services and stay abreast with any changes.
- Be pro-active in selling all hotel facilities.
- Provide assistance with special services, e.g. Missed flights, lost luggage, booking a hot air balloon, foreign language translations).
- Ensure that the concierge workstation is kept clean and uncluttered at all times.
- Answer and process all guest calls, messages, requests or concerns.
- Maintain clear, proper and accurate record of all the luggage items stored in the luggage room.
- Accompany guests to and from the room when luggage assistance required.
- Offer assistance to older guests and guests with special needs.
- Familiarise guests with hotel rooms, facilities, amenities and services offered.
- Deliver messages, faxes and parcels to guest rooms or other areas of hotel.
- Assist Porter & Valet in opening car doors, greeting guests, arranging transport, loading/unloading luggage, tagging and storing car keys.

- Assist guests with car parking in absence of Porter & Valets.
- Monitor cleanliness of the porte cochere, lobby area, luggage room, ground floor and concierge desk.
- Ensure sufficient stock of stationary is available. Order as per SOP when required.
- Maintain an electronic database of service-related contact details (restaurants, airlines, chemists, etc.) and update and amend details when required.
- Assist with any security needs such as actively monitoring people entering the hotel and the purpose of their visit, keeping all key storage cabinets and luggage storage facilities locked and secure.
- Report any guest issues, concerns or complaints immediately to the Front Office Duty Manager.
- Complete any additional/other duties as directed by the Front Office Management team.

Organisational Relationship:

- Reporting to the Front Office Manager (FOM)
- Working closely with the Director of Operations, Rooms & Revenue (DOORR).
- Working closely with all hotel and 1834 Hotels colleagues.

Extent of Authority

- Authority and expectation to use initiative to resolve customer issues where appropriate. Liaising with FOM on matters of financial refund which do not comply with hotel's policy or likewise.
- Authority and expectation to use initiative in relation to all aspects of your role as outlined in the position description.

Performance Indicators:

- Wage margins and operational expenditure in line with departmental P&L or as directed by FOM or DOORR.
- Guest satisfaction on Customer Service and overall experience.
- Staff satisfaction and measurable outcomes of professional development activities.
- Positive contribution to the overall business objective of the hotel and the reputation of the property.
- Positive and constructive contribution to the hotel's culture.

Experience and Education:

- Previous experience with a hotel property management system and with experience with the Opera system is advantageous.
- Previous Concierge management or supervision experience in a similar accommodation facility.
- Proven experience in managing and training, including rostering and training of staff.

Acceptance:

I have carefully read this position description. I confirm that I have the skills and experience required and accept this position.

Signature: _____ Date: ____/____/____

Name: _____ Date of Commencement: ____/____/____

Important Note: *Please initial on every page of this position description, return the original and keep a copy for your records. Updates and changes can be made to this Position Description at any time.*

