

**PERDIDO BEACH RESORT**  
Position Description

Position Title: **Concierge**

Department: **Guest Services**

Reports to: Guest Services Manager

FLSA Designation: Nonexempt

Date Written/Revised: 08/25/05

**POSITION PURPOSE:** To act as an ambassador of the hotel by providing special assistance and information about local area attractions to customers and patrons, offering a wide selection of alternatives for guest satisfaction.

**EXAMPLES OF DUTIES:**

*ESSENTIAL FUNCTIONS:*

Average  
Percent  
of Time

- 30 • Greet customers immediately with a friendly and sincere welcome. Use a clear, understandable speaking voice, exercise judgment, respond to inquiries with accurate information regarding hours of outlet operation, directions to local attractions, or meeting rooms, car rentals and airline shuttle service, etc. according to individual needs.
- 10 • Promptly answer telephone calls using positive and clear English communication. Input messages into the computer. Retrieve messages and communicate the content to the guest. Retrieve mail, small packages, and facsimiles for customers as requested. Requires continuous sitting, standing and movement throughout hotel.
- 25 • Using the telephone, verbally arrange and confirm recreation, business and dining activities both inside and outside the hotel. Promptly respond to requests for dentists, doctors, child care, florists, etc.
- 10 • Distribute printed materials such on brochures of local attractions , this requires extending arms, bending and stooping to reach materials on display racks, in drawers or on shelves.
- 15 • Field guest complaints, conducting thorough research to develop the most effective solutions and negotiate results. Listen and extend assistance in order to resolve problems such as price conflicts, insufficient heating or air conditioning, etc. Remain calm and alert especially during emergency situations and heavy hotel activity. Plan and implement detailed steps by using experienced judgment and discretion.

**Other:**

Regular attendance in conformance with the standards, which may be established by the Resort from time to time, is essential to the successful performance of this position. Employees with irregular attendance will be subject to disciplinary action, up to and including termination of employment.

Due to the cyclical nature of the hospitality industry, employees may be required to work varying schedules to reflect the business needs of the hotel.

Upon employment, all employees are required to fully comply with Resort rules and regulations for the safe and efficient operation of hotel facilities. Employees who violate Hotel rules and regulations will be subject to disciplinary action, up to and including termination of employment.

**SUPPORTIVE FUNCTIONS:**

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In addition to performance of the essential functions, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the supervisor based upon the particular requirements of the hotel.

- Operate facsimile machine to send, receive, and log incoming transmissions. Notify guests using the message function of the computer of incoming faxes.
- Use the photocopier to make copies of items as required.
- Escort VIP guests to accommodations.
- Handle cash, make change and balance an assigned house bank. Perform simple arithmetic functions using a calculator.
- When a guest has something delivered during his/her stay, sign the delivery receipt, but do not include the room number on the receipt.
- Do not discuss security incidents (or other complaints/problems) at the guest service desk. Upon receiving the information, have the guest return to his/her room. Contact management and direct him/her to wait for management, who will escort the guest to a private area to obtain the details. Never discuss security matters in public areas.
- Other duties as assigned by the supervisor such as certain Front Desk Clerk or Bellperson responsibilities.

### **SPECIFIC JOB KNOWLEDGE, SKILL AND ABILITY**

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

- Ability to effectively deal with internal and external customers, some of whom will require high levels of patience, tact and diplomacy to defuse anger and collect accurate information and resolve conflicts.
- Basic mathematical and calculator skills to prepare mathematical calculations without error, e.g., purchasing tickets for guests.
- Ability to listen effectively, to speak and write English clearly.
- Ability to access and accurately input information using a moderately complex computer system.
- Ability to stand, walk and/or sit and continuously perform essential job functions.
- Hearing and visual ability to observe and detect signs of emergency situations.

### **QUALIFICATION STANDARDS**

#### **Education:**

Any combination of education and experience equivalent to graduation from high school or any other combination of education, training or experience that provides the required knowledge skills and abilities. High school diploma required.

#### **Experience:**

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Prior customer service experience required. Prior Front Desk or other prior hospitality experience preferred.

**Licenses or certificates:**

Must have a valid/current driver's license and acceptable driving record. CPR certification and/or First Aid training preferred.

**Grooming:**

All employees must maintain a neat, clean and well groomed appearance (specific standards available).

**Other:**

Applicants with additional language skills preferred

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_