
Concierge

Reports to: Front Office Manager, Lead Concierge

Scope

The Concierge is responsible for the day to day supervision of the Concierge Department, including bell and door. Responsibilities include reservations for all activities, restaurants, transportation and spa treatments.

Duties & Responsibilities

- Leading day to day operations of the Concierge desk in an efficient manner
- Expert level knowledge of the Hotel, all its outlets, its layout and services
- Current expert level knowledge of Banff National Park, activities and dining options
- Daily Supervision of up to 20 staff
- Prioritize and delegate day-to-day tasks to subordinates
- Department inventory control
- Responsible for monitoring hotel vehicle maintenance
- Creates and amends schedule for Concierge department
- Able to train all positions within the Concierge department
- Conduct performance reviews and monitor progress.
- Able to complete any duty or responsibility of the Bellperson or Doorman as needed

Physical Demands

- Lifting 50lbs maximum
- Frequent lifting and/or carrying up to 20lbs
- Requires significant walking/standing
- May involve sitting with pushing and pulling of arm and/or leg controls

Desired Skills & Attributes

Knowledge

- Grade 12 or equivalent
- Post Secondary in Hospitality/Tourism an asset
- Minimum 1 year hotel experience
- Valid Alberta Class 4 Drivers License & Clean abstract
- Ability to speak a second language an asset

Administration

- Competent in all facets of Microsoft Office Suite
- Knowledge of Opera an asset
- Knowledge of Open Table an asset

4 Diamond Service

- Associate exhibits a professional vocabulary in all communication with guests
- Associate is always properly attired in business wear, with clearly visible name tag
- Anticipates guest's needs or offers a personalized recommendation
- Associate is efficient yet unhurried and sensitive to the manner of the guest

Leadership

- Strong communication and interpersonal skills
- Able to multitask in a fast paced, high pressure environment
- Occasional approval to appease guests (gifts, room drops, F&B, etc.)
- Creative Problem Solving Skills
- Provides feedback and supports all team members
- Creates motivating work environment