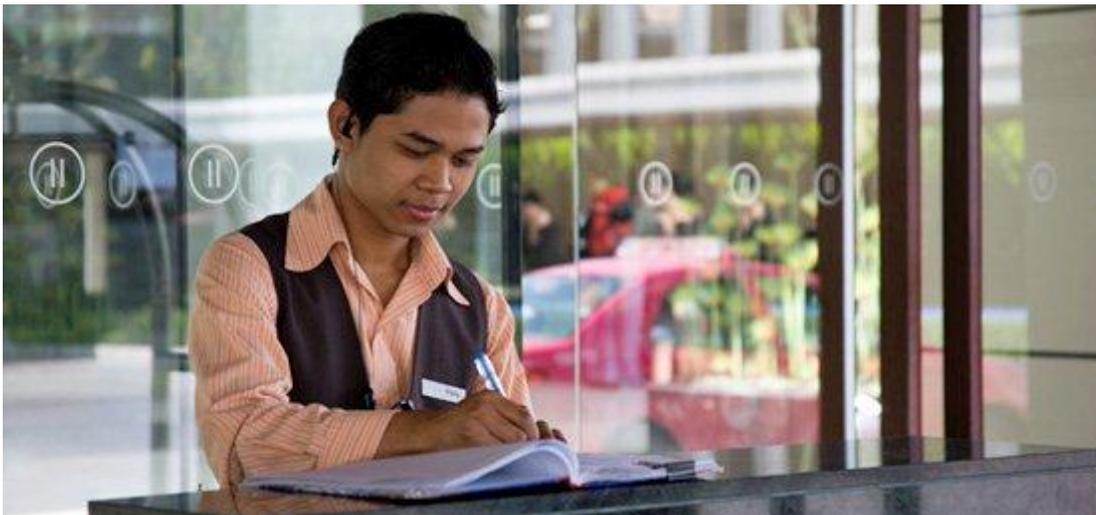


Accor professions guide: Concierge (m/f)



What exactly does my mission involve?

- Provide a personalised and attentive welcome to customers
- Be familiar with the hotel's services, inform the customers and encourage them to use them,
- Inform and advise customers on cultural and tourist activities in the town or region
- Satisfy customers' needs as quickly as possible

Apply on line to job offers for **Concierge**

This position exists...

...in the Group's upscale hotels all around the world

Testimony of Jesús Rafael, Concierge "Clefs d'or" in the Sofitel Cartagena Santa Clara, Colombia



*"I started as a security guard at the hotel but my wish was to **move ahead**. I worked hard and became what I am now: Concierge "**Clefs d'or**" at Sofitel Cartagena Santa Clara. My main missions consist in helping our guests to **arrange touristic activities, book dinner reservations, pick up services and answer to any special requests** our guests may have. What I really appreciate in this Group is that it offers very good **training programs** and helps people to **move forward according to their professional objectives**."*

[Personality](#) | [Activity](#) | [Qualifications/Experience](#) | [Progression](#)

Interpersonal skills

Service skills

Open minded and reactive
Quick thinking and efficient
Take initiatives and make decisions
Discrete
Organised

Customer relations

Contribute to customers' wellbeing and satisfaction through thoughtful and personalised interaction
Guarantee the quality of services provided for customers
Take into consideration and anticipate customer needs
Be familiar with the routines of the hotel's regular customers

Professional skills / production

Inform customers about the services provided by the hotel and make available documents on tourism and cultural events in the region
Oversee operations relating to customer follow-up
Handle telephone calls
Respond to and handle customers' requests for information
Have a good address book

Administration

Follow procedures for billing and collection
Manage the allocated cash float

Vocational training in Hospitality/Reception or Concierge services
Fluent in English (and national language), 3rd language a plus
Previous experience involving direct contact with customers

Head Concierge (m/f)
Head of reception (m/f) (with experience)
Assistant rooms division manager
Other brand Group hotel or hotel with larger capacity
International mobility