

Concierge Job Description

A comprehensive job description template
for Australian hotels and accommodation businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and hospitality industry practices at the time of publication. You should review and tailor this template to suit your business, hotel type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Concierge / Guest Services Concierge / VIP Services Coordinator

1.2 Position Summary

The Concierge is the hotel's ambassador and guest experience specialist, responsible for providing personalised, high-touch service to enhance each guest's stay. This role involves offering expert local knowledge, making restaurant and entertainment reservations, coordinating special requests, arranging transportation and providing bespoke recommendations to create memorable experiences.

The position requires exceptional communication skills, extensive knowledge of local attractions and services, strong networking abilities, meticulous attention to detail and the capability to anticipate and exceed guest expectations through proactive and personalised service delivery.

1.3 Reporting Structure

This position reports to:

- Chief Concierge / Head Concierge
- Guest Services Manager / Guest Experience Manager
- Hotel Manager / General Manager

1.4 Employment Type

This position is available as:

- Part-time (regular rostered hours)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Guest Services and Assistance

- Greet guests warmly and introduce concierge services available
- Provide personalised recommendations for dining, entertainment and attractions
- Assist with itinerary planning and tour arrangements
- Respond to guest enquiries with expert local knowledge
- Anticipate guest needs and provide proactive assistance
- Handle special requests including flowers, gifts and surprise arrangements
- Coordinate VIP guest services and amenities
- Maintain guest preference records for returning visitors

2.2 Reservation and Booking Services

- Make restaurant reservations at sought-after venues
- Book theatre, concert and event tickets
- Arrange tours, activities and experiences
- Coordinate spa and wellness appointments
- Secure tee times at golf courses
- Book private dining and special occasion experiences
- Confirm all bookings and provide guests with details

2.3 Transportation Coordination

- Arrange taxi and rideshare services for guests
- Coordinate airport transfers and limousine services
- Provide directions and transport options for local destinations
- Arrange car rentals and chauffeur services
- Assist with valet parking coordination
- Organize helicopter or private jet transfers for VIP guests

2.4 Local Knowledge and Information

- Maintain comprehensive knowledge of local restaurants, bars and cafes
- Stay informed about current events, festivals and exhibitions
- Provide information on tourist attractions and hidden gems
- Recommend shopping destinations and specialty stores
- Advise on local customs, etiquette and practical information
- Create customized maps and itineraries for guests
- Keep updated on weather conditions and travel advisories

2.5 Network Management and Relationships

- Develop and maintain relationships with local businesses and venues
- Negotiate preferred access and special arrangements for guests
- Build connections with tour operators and activity providers
- Establish rapport with restaurant managers and maitre d's
- Network with concierges at other hotels
- Maintain database of reliable suppliers and service providers

2.6 Administrative Duties

- Maintain organized records of guest requests and preferences
- Process commission payments and track financial arrangements

- Update concierge information materials and resources
- Prepare daily reports on guest services provided
- Manage concierge desk supplies and materials
- Coordinate with other hotel departments for seamless service

2.7 Emergency and Problem Resolution

- Handle last-minute requests and urgent situations
- Resolve guest issues with creativity and resourcefulness
- Assist guests during emergencies or unexpected circumstances
- Coordinate medical assistance when required
- Help with lost property and travel document issues
- Provide support during travel disruptions

3. Required Skills and Attributes

3.1 Essential Skills

Exceptional Communication

Outstanding interpersonal skills with ability to engage guests of diverse backgrounds. Excellent written and verbal communication. Active listening and ability to understand subtle guest needs. Professional telephone manner and email etiquette. Multilingual abilities highly valued.

Local Expertise

Comprehensive knowledge of local area including restaurants, attractions, entertainment and hidden gems. Understanding of local culture, history and customs. Awareness of current events and seasonal activities. Ability to provide insider recommendations.

Problem-Solving and Resourcefulness

Creative thinking to fulfill unique and challenging requests. Ability to find solutions under time pressure. Strong network and connections to access services and venues. Persistence in securing reservations and arrangements.

Service Excellence

Genuine passion for hospitality and creating memorable experiences. Attention to detail in every guest interaction. Proactive approach to anticipating needs. Commitment to exceeding expectations. Grace under pressure during demanding situations.

3.2 Personal Attributes

- Polished, professional and sophisticated presentation
- Warm, approachable and naturally welcoming personality
- Cultural sensitivity and awareness
- Discretion and confidentiality, especially with VIP guests
- Patience and diplomacy in all situations

- Energetic and enthusiastic about the local area
- Flexibility to adapt to varying guest needs
- Strong networking abilities
- Curiosity and continuous learning mindset
- Resilience and composure under pressure

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Extensive knowledge of local area, attractions and services
- Ability to work flexible roster including evenings, weekends and public holidays
- Professional presentation and excellent grooming standards
- Strong written and verbal communication skills

4.2 Desirable Qualifications

- Previous concierge or luxury hospitality experience
- Professional concierge certification (e.g., Les Clefs d'Or membership)
- Certificate or Diploma in Hospitality Management
- Additional language skills (particularly Asian and European languages)
- Tourism or travel industry qualifications
- First aid certificate
- Knowledge of wine, dining and fine arts

4.3 Experience

Previous experience in concierge, guest services or luxury hospitality is highly preferred. Candidates should demonstrate excellent local knowledge, established networks within the hospitality and tourism sectors, and proven ability to deliver exceptional personalised service to discerning guests.

5. Working Conditions

5.1 Hours of Work

- Day shifts typically 7am-3pm or 9am-5pm
- Evening shifts may be required for special events
- Regular work on weekends and public holidays
- Shift lengths typically 8 hours
- Roster provided in advance as per award requirements
- Flexibility required for guest needs and special requests

5.2 Physical Requirements

- Standing at concierge desk for extended periods
- Walking throughout hotel and occasionally escorting guests
- Occasional lifting of guest luggage or packages
- Extensive computer work for bookings and research
- Clear speaking voice and excellent hearing for communication

5.3 Work Environment

- Luxury hotel lobby and concierge desk environment
- Professional, sophisticated workspace
- Constant interaction with guests and visitors
- Fast-paced environment during peak check-in/out times
- Occasional off-site visits to venues and suppliers
- High service standards and quality expectations

5.4 Uniform and Presentation

- Formal uniform provided (typically suit or professional attire)
- Immaculate grooming and presentation required at all times
- Professional closed footwear (polished dress shoes)
- Conservative jewellery and accessories
- Hair professionally styled
- Concierge badge or Les Clefs d'Or pins (if applicable)

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Hospitality Industry (General) Award 2020 (MA000009). The award sets minimum pay rates, penalty rates, allowances and conditions for employees in hotels and accommodation businesses.

6.2 Classification Level

Concierges are generally classified at higher levels under the award:

- Level 3: Concierge with standard guest services responsibilities
- Level 4: Experienced concierge with extensive networks and specialized skills
- Level 5: Senior or chief concierge with supervisory responsibilities

The specific classification level will be determined based on the duties performed, local knowledge, professional networks and experience of the successful candidate.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: Higher rates apply (varies by employment type)
- Sunday: Premium rate applies
- Public holidays: Premium rate applies
- Evening work: Additional loading may apply

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the Hospitality Industry (General) Award 2020 for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Maintain highest standards of professionalism and discretion
- Protect guest privacy and confidential information
- Represent the hotel with sophistication and grace
- Build and maintain ethical business relationships
- Follow all hotel policies and luxury service standards
- Arrive punctually in full uniform and prepared for service

7.2 Service Standards

- Provide personalized, memorable service to every guest
- Anticipate needs before they are expressed
- Go above and beyond to exceed expectations
- Handle all requests with equal enthusiasm and dedication
- Maintain extensive knowledge of local area and services
- Create wow moments and lasting impressions

7.3 Attention to Detail

- Remember returning guest preferences and details
- Follow through on all commitments and promises
- Double-check all reservations and arrangements
- Maintain accurate records of guest interactions
- Ensure seamless coordination of all services

7.4 Teamwork and Collaboration

- Work closely with all hotel departments
- Share local knowledge and contacts with team members

- Support colleagues during busy periods
- Participate in concierge network and professional associations
- Mentor junior concierge staff
- Contribute to continuous improvement of guest services

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV highlighting hospitality experience
- Cover letter demonstrating local knowledge and service philosophy
- Copies of relevant certificates and qualifications
- Contact details for two professional referees from luxury hospitality
- Examples of exceptional guest service provided

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial interview to assess communication and presentation
- Local knowledge assessment and scenario-based questions
- Meet with concierge team and hotel management
- Reference checks with previous luxury hospitality employers
- Police check and background verification

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the hotel.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: _____ / _____ / _____