

Assistant Concierge

- To schedule employees according to the demands of arriving and departing guest.
- To report guest's complaints and anything amiss to the Chief Concierge.
- To train staff regarding ;
 - Checking in and out procedures relating to the work of bellmen.
 - Correct methods of handling of luggage, opening of car doors, parking of guest or clients vehicles, and paging.
 - Operating the elevators.
 - Explaining room facilities to guest.
 - Selling hotel facilities.
- To work closely with the other sections of Rooms Division.
- To handle all incoming and outgoing (message, parcel and mail) for guest.
- To handle all items left by guest for outside collection.
- Be updated on arrivals / departures of FIT, Group and VIP list.
- Be updated information of the functions and other activities in the hotel.
- To provide personalised service to the guest.
- To manage the Valet Service.
- To manage hotel's limousine service.(Both internal/external)
- To have proper stock inventory of all items at Concierge.
- Should be permanently reviewed and updated contents;
 - Shopping centres
 - tourist information
 - bus schedules
 - sight seeing information
 - train schedules
 - information book
 - flight schedules
 - brochures
- Must have full knowledge of all emergencies procedures.
- Must have full knowledge of the Hotel's policies and procedures.
- Be updated on events around town and major events aboard such as concerts, public holidays, shows, trade shows, trade relation offices, diplomat office and shopping information.
- Perform all other duties assigned by the Rooms Division Manager

Requirements:

- Proven experience as concierge; experience in customer service or relevant role is an advantage
- Proficiency in English; multilingual is strongly preferred
- Excellent communication skills
- Polite and confident with a great deal of patience
- Ability in multitasking and time-management
- Aptitude in resolving issues with a customer-focused orientation

To apply for the above positions, please send your full resume to careers@fullertonhotels.com