

SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES SKILLS MAP - ASSISTANT CONCIERGE				
<b>Sector</b>	Hotel and Accommodation Services			
<b>Track</b>	Front Office			
<b>Sub-Track</b>	Concierge Operations			
<b>Occupation</b>	Concierge Professional			
<b>Job Role</b>	<b>Assistant Concierge</b>			
<b>Job Role Description</b>	<p>The Assistant Concierge provides assistance and information guidance to guests during their stay at the property. He/She proactively anticipates and meets the needs of guests by assisting them on their queries and requests. His responsibilities include assisting guests to make reservations, providing information and recommending local features such as shopping, dining, and entertainment activities and delivering guest luggage and items as needed.</p> <p>To uphold the property brand image and service standards, he maintains a professional image at all times and assists guests on their special requests, and resolves their concerns and feedback. He complies with organisational and regulatory requirements as he carries out his duties and monitors lobby activities to identify security threats to ensure the safety and security of the property. He may be required to support bell service operations when needed. As a senior team member, he provides guidance and assists in the training of team members.</p> <p>He is a service-oriented individual with excellent communication and interpersonal skills. He can work well in a fast-paced environment, observe strict deadlines and handle varied and diverse needs of guests with empathy. He is also physically fit to stand for long hours and works on shifts, including weekends and public holidays.</p>			
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	Manage front office operations	<b>Key Tasks</b>	
			Greet guests and assist with their enquiries and requests	
			Provide information to guests pertaining to property amenities and tourist-related information	
			Recommend entertainment, dining and other engagements appropriate to guests	
			Assist guests to make reservations at local establishments	
			Liaise with other functional areas within the organisation to address guests' needs and concerns	
	Drive service and operational excellence	Adhere to personal grooming and hygiene standards to project a professional image		
		Resolve guests' concerns and feedback to ensure guest satisfaction		
		Assist with special requests from guests		
		Seek guests' feedback on service performance for improvement		
		Provide suggestions to improve concierge services and enhance guest experience		
		Act as a role model for service excellence to drive service culture		
	Manage operational risks	Comply with organisational and regulatory requirements on workplace safety and health, and data protection when carrying out work duties		
		Monitor activities in the lobby to identify and report suspicious characters, items and activities for appropriate follow-up		
		Assist in the execution of response and recovery actions during emergency situations		
	Manage human resources, finance and report management	Guide team members in the conduct of work activities		
Assist in the training of team members				
Provide feedback to team members to improve work performance				
	<b>Technical Skills and Competencies</b>		<b>Generic Skills and Competencies (Top 5)</b>	
	Concierge and Uniformed Service Delivery	Level 2	Service Orientation	Basic
	Crisis Management	Level 2	Communication	Basic
	Customer Challenges Management	Level 3	Problem Solving	Basic
	Customer Experience Management	Level 3	Interpersonal Skills	Basic
	Customer Feedback and Relationship Management	Level 2	Teamwork	Basic
	Legal Compliance Management	Level 1		
	People and Relationship Management	Level 3		
People Development	Level 2			

<b>Skills and Competencies</b>	Productivity Improvement	Level 2	
	Service Coaching	Level 3	
	Service Excellence	Level 3	
	Service Information and Results	Level 1	
	Service Innovation	Level 1	
	Service Leadership	Level 3	
	Service Planning and Implementation	Level 3	
	Technology Adoption and Innovation	Level 2	
	Threat Observation	Level 2	
	Tourism Promotion	Level 2	
	Workplace Safety and Health Performance Management	Level 2	
<b>Programme Listing</b>	For a list of Training Programmes available for the Hotel and Accommodation Services sector, please visit <a href="http://www.skillsfuture.sg/skills-framework/has">www.skillsfuture.sg/skills-framework/has</a>		

The information contained in this document serves as a guide.