

SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES SKILLS MAP - CONCIERGE				
Sector	Hotel and Accommodation Services			
Track	Front Office			
Sub-Track	Concierge Operations			
Occupation	Concierge Professional			
Job Role	Concierge			
Job Role Description	<p>The Concierge coordinates and supervises the day-to-day concierge operations to ensure the highest level of service delivery to guests. He/She plans resources and allocates work assignments, coordinates concierge activities, handles operational irregularities and takes on concierge duties as needed.</p> <p>He acts as a role model to drive service culture within the team. He monitors service quality and guest satisfaction, resolves guests' concerns and feedback and implements innovation and improvement plans for continuous improvement. To ensure workplace safety and security, he monitors the team's compliance with organisational and regulatory requirements, identifies potential security threats within the property premises and executes response plans during emergency situations. As part of his supervisory role, he reviews the team's training needs, implements training plans and monitors team performance.</p> <p>He is a personable and friendly individual with excellent communication and interpersonal skills. He thrives in a fast-paced environment and is able to work collaboratively with others and handle varied and diverse needs of guests with empathy. He is able to stand for long hours and works on shifts, including weekends and public holidays.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Manage front office operations	Key Tasks	
			Coordinate day-to-day concierge service operations to ensure operational efficiency	
			Supervise concierge team in providing guest service to ensure adherence to organisational standards and procedures	
			Plan resources and allocate work assignments to team members	
			Coordinate concierge activities to support functions and events	
			Handle irregularities related to the delivery of concierge services	
	Drive service and operational excellence	Monitor personal grooming of concierge staff to ensure a professional image at all times		
		Monitor and facilitate service responses to guests' requests to ensure timely and appropriate follow up		
		Resolve guests' concerns and feedback to ensure guest satisfaction		
		Monitor guest satisfaction levels and feedback for service improvement		
		Propose improvements to enhance operational efficiency and guest experience		
		Implement innovation, improvement and sustainability plans for continuous improvement		
		Act as a role model for service excellence to drive service culture		
	Manage operational risks	Monitor team's compliance with organisational and regulatory requirements on workplace safety and health, and data protection		
		Manage and scan crowd to identify and analyse signs of potential security threat for appropriate follow-up		
		Execute response and recovery actions during emergency situations		
		Implement loss and risk prevention policies and procedures		
Manage human resources, finance and report management	Verify concierge activity records and generate reports for management updates			
	Identify training needs and implement training plans to enhance team capabilities			
	Provide coaching and feedback to improve team performance			
	Monitor team performance and provide feedback for improvement			
	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Concierge and Uniformed Service Delivery	Level 3	Service Orientation	Intermediate
	Crisis Management	Level 3	Communication	Intermediate
	Customer Challenges Management	Level 3	Problem Solving	Intermediate
	Customer Experience Management	Level 3	Interpersonal Skills	Intermediate

Skills and Competencies	Customer Feedback and Relationship Management	Level 3	Teamwork	Intermediate
	Environmental Sustainability Management	Level 3		
	Innovation Management	Level 3		
	Legal Compliance Management	Level 3		
	Loss and Risk Prevention Management	Level 3		
	Organisational Relationship Building	Level 3		
	People and Performance Management	Level 3		
	People and Relationship Management	Level 3		
	People Development	Level 3		
	Productivity Improvement	Level 3		
	Service Coaching	Level 3		
	Service Information and Results	Level 3		
	Service Innovation	Level 3		
	Service Leadership	Level 3		
	Service Planning and Implementation	Level 3		
	Staff Management	Level 3		
	Technology Adoption and Innovation	Level 3		
	Threat Observation	Level 2, Level 3		
	Workplace Safety and Health Performance Management	Level 3		
Programme Listing	For a list of Training Programmes available for the Hotel and Accommodation Services sector, please visit www.skillsfuture.sg/skills-framework/has			

The information contained in this document serves as a guide.