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HOTEL

Concierge

Reporting to:	Manager on Duty
Department:	Front of House
Direct Reports:	
Award Coverage:	
Classification:	
Date Prepared:	2021

Purpose

To personally deliver customers a proactive, seamless and overall exceptional experience of the venue, whilst engaging them across venue facilities, services, products and promotions.

Areas of Accountability

Concierge/Customer Service

- Warmly welcome customers upon entrance to the venue,
- Politely and promptly respond to all venue communications, including telephone, email, social media and reservation portals as required,
- Proactively function as a point of contact for customers who may need assistance or have enquiries, promptly find solutions and take action to attending to their needs,
- Timely management and follow-up of customer enquiries, troubleshooting and resolving customer issues or concerns, escalating and/or communicating to appropriate Manager as required,
- Support the Duty Manager in promoting and driving the implementation of promotions and launch of new products across the venue,
- Provide expertise in venue facilities, services, products and promotions to customers,
- Provide tailored service and attention to organised Bus Groups, providing promotional material to promote a return visit,
- Encourage and assist with Membership queries and sign ups,

Reservation Management and Support

- Accept Bistro reservations through various mediums, and advise customers of appropriate information in accordance with operational policies and procedures, such as seating timings, exit times, deposit requirements, pricing etc.
- Encourage and coordinate large bus group bookings,
- Process reservation deposits,

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- Confirm Bistro reservations 1 day prior to booking via email and/or telephone as appropriate,
- Management of online reservation applications, including acceptance of reservation, response to feedback and notification of 'failed to attend' reservations,
- Provide reservations and customer numbers to Bistro Supervisor utilising the Booking Sheet, communicating any relevant customer specific information (highchair, seating specifications, pram space etc.), major changes or larger bookings,
- Inform Head Chef/Kitchen team of reservations,
- Support Bistro team in regularly reviewing, seating plans, seating arrangements and appropriate allocation of reservations according to customer requests,
- Support Bistro service in hosting, seating and serving customers when required.

Administration Support

- Supports Office Manager in providing general administration support (printing, data entry, filing, word processing, photocopying, mailing etc) to the wider venue,
- Record keeping as required.

Customer Engagement & Experience

- Venue Ambassador; Acts as an ambassador for the venue, to lead, promote and maintain consistent and high-quality standards of service, modelling the desired customer engagement and experience expectations and overall venue expected behaviours,
- Regular/VIP Customers; Identify, interact and engage positively and proactively with regular/VIP customers. Anticipate and deliver on their needs, maintain meaningful rapport and ensure all interactions are positive,
- Promote; Keep informed and actively promote venue and department activity, including memberships, events, promotions, services, facilities and products to ensure a proactive, thorough and consistently high standard of customer service,
- Customer Experience; Present and promote a positive and inviting environment for customers. Ensure all team members establish meaningful rapport with customers and attend to their needs during each interaction and recommend additional products/offerings where appropriate,
- Venue Presentation; Regularly inspect and observe the Department presentation to ensure all areas of the venue are presented to the highest standard of excellence, delivering a clean, aesthetically pleasing and inviting environment for customers.
- Customer Attraction & Retention; Understand the local and target customer market, local competitors and develop department specific promotions to attract, retain and engage customers. Implements promotional campaigns including the preparation of marketing and advertising strategies, plans, and objectives etc,

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- Customer Feedback; Provide customer feedback to the Venue Manager and others as appropriate. Solve customer concerns professionally in accordance with Policies and Procedures, escalating to Management when required,

New & Improved

- New Ideas; Continually think about and make suggestions for new and improved ways of attracting customers, promotions and/or delivering on customer value, quality, service excellence and overall experience,
- Improvement projects; Suggest and participate in improvement projects to increase productivity, save time, reduce waste, save costs etc.

Venue Support & General

- Inspire and advocate our Values and Behaviours in all interactions,
- Adopt a 'whatever it takes' approach to general venue support duties at times to ensure customer experience and service excellence standards are met, such as clearing tables, serving customers, point of sale transactions, etc.
- Other duties as requested.

Safety & Compliance

- Adhere to Liquor legislation, policies and procedures including following and enforcing Responsible Service of Alcohol licencing provisions and standards at all times,
- Adhere to TAB and Gaming legislation,
- Adhere to Food Safety and HACCP compliance policies and procedure, including following and enforcing hygiene standards at all times,
- Adhere to Security policies and procedures to ensure a secure environment for staff and customers,
- Adhere to Occupational Health and Safety policies and procedures to ensure a safe work environment for staff and customers,
- Attend and actively participate in training programs as required.

Certificates, Licences, Registrations

- Responsible Service of Alcohol
- Responsible Service of Gaming
- Responsible Service of Food

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- Pubsafe Accreditation

Measurable Outcomes

- Customer Experience feedback
- Customer responsiveness; timely and accurate response
- Reservation Accuracy
- Bus Group attendance
- Adherence to all compliance requirements

Values and Behaviours

Customers are the Heart – “Customers may forget what you said, but they will never forget how you made them feel”. Our Customers are the reason for our business, not a distraction from any other tasks. In keeping Customers at the heart of everything we do; we deliver exceptional service professionally, accepting our customers as they are, treat all with respect and engage meaningfully. We greet our customers with a smile. If our customers feel important and experience positive and meaningful interactions, they will return.

Working Together - Regard yourself as a member of a team, not just an individual who has a specific job to do. Teamwork is about replacing “I can’t” with “how can I”. Be willing to try new methods and accept new responsibilities. Working Together to keep our promise of exceptional customer service, we do this by communicating, sharing information and accepting new methods and responsibilities to achieve this.

Service Excellence – Striving for excellence in service in everything we do. Providing helpful, friendly, enthusiastic and courteous service at all times. Delivering on the highest standard of service and fostering customer satisfaction. “If we don’t take care of our customers, someone else will”.

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Physical Requirements

Requirements	Frequency			
	Unlikely	Possible	Occasionally	Regularly
Passive				
Sitting - counter / desk				
Operating telephone / computer				
Manual Handling				
Bending / twisting Spine				
Working with one or both hands above shoulder height				
Lifting (5kg or under p/item)				
Lifting (5kg or over p/item)				
Requiring low/light application of force				
Requiring medium to high application of force				
Exerting force in an awkward posture				
Holding & supporting				
Agility				
Squatting / kneeling				
Looking up / looking down				
Reaching forwards or sideways				
Gripping or grabbing equipment				
Mobility				
Walking / standing- extended				
Walking on uneven ground				
Climb steps/stairs				
Sensory				
Hearing – face to face / telephone conversations				
Hearing – working with loud machinery				
Visual – read printed material, signage				
Visual – computer screen, electronic signs				
Visual – driving				
Emotional				
Dealing with complex customers				
Supporting dependent persons				
Dealing with conflict				
Managing complex personal situations				
Providing empathy				
Work Environment				
Confined spaces				
Working alone				
Pollen (or other allergens)				
Exposure to polluted odours and/or chemicals				

Declaration

I,, have read and understand the responsibilities and expected outcomes outlined in this Position Description and agree these are reasonable.

Signature

Date: