Hospitality and Tourism SSU
Concierge – MQF Level 3

National Occupational Standards

Sector: Front Office
Occupation: Concierge
MQF Level: 3

Units:

- FO301: Health and safety requirements at the workplace
- FO302: Guest relations and hospitality
- FO303: Communication
- FO304: Guest Services
- FO305: Work Ethics
FO301: Health and Safety Requirements at the Workplace

This unit lists the knowledge and skills needed by a person holding this position to carry out work in compliance with health and safety requirements. Upon completion of the unit, the persons carrying out this work will possess the necessary knowledge and skills to follow health and safety procedures which ensure that their actions do not create health and safety risks to self or others.

Performance Criteria
The candidate must have the necessary knowledge and skills to:
1. Carry out safe working practices according to the workplace health and safety regulations.
2. Follow company and department safety and security policies and procedures to ensure a clean, safe and secure environment.
3. Follow property specific procedures for handling emergency situations (e.g., evacuations, medical emergencies, natural disasters).

Required Knowledge
The level 3 concierge must know and explain:

1. The roles and responsibilities of themselves and others under the Health and Safety Legislation.
2. Health concerns associated with the workplace and safe practices when carrying out work.
3. Potential hazards at the place of work (such as electricity, slippery surfaces, contaminants, irritants, fire, heights, and improper use of tools and equipment.)
4. The importance of being alert to the presence of hazards at the place of work.
5. The precautions to be taken to abide by health and safety regulations.
6. The health and safety risks associated with their role regarding tools, materials and equipment.
7. The procedures for dealing with potential hazardous material at the place of work.
8. Unsafe work procedures or conditions and report them to management and/ or security/safety personnel.
9. The first aid facilities that exist within work area.
10. Emergency procedures at the workplace in case of a fire, bomb threat, etc.
11. Contact details of responsible persons to whom to report health and safety matters.

Required Skills
The level 3 concierge must be able to:

1. Comply with duties and obligations defined in the Health and Safety Legislation.
2. Work according to Health and Safety regulations and other relevant regulations that apply on the job.
3. Identify which health and safety procedures are applicable and relevant to their working environment.
4. Adhere to work processes as per legitimate instructions.
5. Control health and safety hazards with own capability and job responsibility.
7. Report work related accidents, or other injuries immediately upon occurrence to manager/supervisor.
8. Comply with warning signs displayed at the workplace and set up safety signs when necessary.
9. Protect work areas from damage and perform work functions without damaging work areas.
10. Deal with hazards, risks and hazardous material according to workplace regulations.
11. Seek expert assistance when help is needed and falls out of own responsibility.
12. Follow emergency procedures in the workplace.
13. Recognise emergency situations and report immediately to superiors.
14. Contact relevant authorities in case of emergency.
FO302: Guest Relations and Hospitality

This unit lists the knowledge and skills needed by a person holding this position to carry out work related to guest relations. Upon completion of the unit, the persons carrying out this work will possess the necessary knowledge and skills to handle any of the guests' queries or concerns and ensure that the guest had a satisfactory stay.

Performance Criteria
The candidate must have the necessary knowledge and skills to:

1. Acknowledge, welcome and thank guests in a friendly and professional manner.
2. Engage guests in conversation regarding their stay, property services and area attractions/offerings.
3. Anticipate guests’ needs, including asking questions to guests to better understand their needs, addressing guest preferences and acting on them whenever possible.

Required Knowledge
The level 3 concierge must know and explain:

1. The company’s/department’s standard operating procedures.
2. The hotel’s facilities and services, and of the surrounding community.
3. The accessibility of the hotel and what services are available for persons with physical or sensory disabilities.
4. The professional approach required with an emphasis on hospitality and providing a highly personalized service.
5. The concierge operations covering the doorman, porter, concierge desk and valet parking.

Required Skills
The level 3 concierge must be able to:

1. Greet and acknowledge guests in a friendly and professional manner.
2. Wherever possible anticipate guests’ service needs and take the necessary action.
3. Assist or offer assistance to guests with disabilities.
4. Be alert for opportunities to improve the profitability of the company e.g. potential sales opportunities.
5. Assist other employees to ensure a prompt guest service.
6. Follow up with guests to ensure their requests or problems have been addressed to their satisfaction.
7. Inform guests of any new messages, mail, etc.
8. Ensure that any outstanding requests or problems from the previous day or as recorded in the departmental logbook, receive priority and are resolved.
9. Thank guests and provide a warm farewell.
10. Evaluate the general cleanliness of the customer area and take corrective action where necessary.
11. Ensure all necessary equipment is maintained properly with sufficient stock for the day to day operations.
FO303: Communication

This unit lists the knowledge and skills needed by a person holding this position to communicate effectively with guests, representatives, co-workers and management. Upon completion of the unit, a person will possess the necessary knowledge and skills to correctly answer the telephone, listen attentively and communicate appropriately using the different means of communication available.

Performance Criteria
The candidate must have the necessary knowledge and skills to:

1. Listen attentively to ensure that requests are acted upon.
2. Communicate effectively with guests and colleagues.
3. Use the various types of communication tools on offer.

Required Knowledge
The level 3 concierge must know and explain:

1. The company’s / department’s standard operating procedures.
2. The correct telephone etiquette which is both professional and friendly.
3. The type of action to take following a guest telephone call or specific request.
4. The appropriate way of communicating with guests and work colleagues to convey information effectively.
5. Active listening to ensure job effectiveness and quality of relationships with others.
6. The different types of communication tools available and how and when to use them.

Required Skills
The level 3 concierge must be able to:

1. Answer the telephone in a polite, professional and friendly manner.
2. Answer the telephone within a reasonable time as per company policy.
3. Take note and act on all guest calls, requests, questions, concerns or complaints.
4. Receive, record and communicate messages accurately.
5. Contact the appropriate individual, department or company, as necessary, to resolve a guest request, or problem.
6. Listen attentively to any questions or concerns by the guest and avoid interrupting at inappropriate times. Respond positively and take any required action.
7. Communicate effectively with other employees and ensure an excellent working relationship.
8. Communicate appropriately using the various means of communication available (e.g., two-way radio, email, pager etc.)
FO304: Guest Services

This unit lists the knowledge and skills needed by a person holding this position to carry out all concierge services, including special arrangements and, where applicable, club services. Provide guests with information about attractions, facilities, services, and activities in or outside the property. Arrange transportation when requested and ensure that guest luggage records are accurately maintained and all special requests are met.

Performance Criteria
The candidate must have the necessary knowledge and skills to:

1. Provide guests with information about attractions, facilities, services and activities in or outside the property.
2. Explain hotel procedures, opening hours of hotel facilities and location of guest rooms.
3. Make guest reservations for activities provided by the hotel and third parties.
4. Provide guests with directions and information on the different transport types and when requested make the necessary reservations.

Required Knowledge
The level 3 concierge must know and explain:

1. The company’s / department’s standard operating procedures.
2. The services and facilities available in the hotel, including in-room technology, leisure, health, food and beverage and others.
3. The opening hours of hotel facilities and services and their location.
4. The different visitor attractions, places of interest, specific services, as well as current activities and events.
5. The opening hours and location of visitor attractions, places of interest, specific services, current activities and events.
6. The different methods of transport available to the guest.
7. The correct procedure for recording and storing guest luggage.
8. The daily different client requests and special events.
9. The basics of upselling techniques.
10. The different services including porter / doorman, concierge desk, transportation and valet parking.
11. The secretarial / office services on offer – provided by the hotel or by third parties.

Required Skills
The level 3 concierge must be able to:

1. Provide information about the property amenities, services, local places/ areas of interest and current activities/ events.
2. Make guest reservations for restaurants, tours, visitor attractions, the theatre and other forms of entertainment when requested.
3. Obtain the necessary itinerary and tickets with information about directions, visiting times, dress code etc.
4. Inform guests of opening times of hotel facilities and services.
5. Provide area maps, brochures and other literature.
6. Book transport (e.g. taxi) for guests on request.
7. Arrange airport pick-ups and drop-offs.
8. Ensure that guest luggage records are accurately maintained.
9. Ensure special requests are met (e.g. ordering a bouquet of flowers, arranging babysitting services, lost items etc.)
10. Handle all specific requests from guests with unique needs (e.g. first-time customers, loyalty card members etc.
11. Upsell the hotel and its services.
12. Arrange secretarial and other office services for guests.
FO305: Work Ethics

This unit lists the knowledge and skills needed by a person holding this position to carry out work in an ethical and professional manner. This unit covers work ethics related to relations with customers and colleagues.

**Performance Criteria**
The candidate must have the necessary knowledge and skills to:

1. Maintain a professional and courteous attitude with customers.
2. Maintain a harmonious team work environment with colleagues.
3. Respect work obligations.
4. Deal with difficult or unexpected situations in a professional manner.

**Required Knowledge**
The level 3 concierge must know and explain:

1. The meaning and implications of a customer centric business.
2. The importance of maintaining a team mind-set among colleagues.
3. The rules and regulations of the workplace.
4. Own duties, functions and responsibilities.
5. The duties and functions of subordinates (e.g. doormen, porters etc.)
6. Basic emotional management.

**Required Skills**
The level 3 concierge must be able to:

1. Value the customer by adopting a professional and courteous attitude and by showing a proactive approach.
2. Address clients/ customers in a professional manner.
3. Ensure customer satisfaction whilst supervising and conducting service tasks.
4. Effectively deal with customer complaints to maintain high satisfaction levels among clientele.
5. Create and maintain a positive mind-set among employees.
6. Ensure tasks are carried out effectively and efficiently according to the workplace standards and procedures.
7. Attend work on a timely and presentable manner wearing clean and appropriate clothing according to the workplace requirements.
8. Speak to co-workers using clear, appropriate and professional language.
9. Support all co-workers and treat them with dignity and respect.
10. Respect and follow supervisors’ and superiors’ instructions.
11. Guide and instruct subordinates in a positive, professional and polite manner.
12. Actively listen to and consider the concerns of other employees, responding appropriately and effectively.