Hospitality and Tourism SSU
Head Concierge – MQF Level 4

National Occupational Standards

Sector: Front Office

Occupation: Head Concierge

MQF Level: 4

Units:
- FO401: Health and safety requirements at the workplace
- FO402: Guest relations and hospitality
- FO403: Communication
- FO404: Guest Services
- FO405: Work Ethics
- FO406: Human Resource Supervision
## FO401: 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 supervise and ensure that:

1. Safe working practices are carried out according to the workplace health and safety regulations.
2. Company and department safety and security policies and procedures are followed to ensure a clean, safe and secure environment.
3. Property specific procedures for handling emergency situations (e.g. evacuations, medical emergencies, natural disasters).

### Required Knowledge

The level 4 head concierge must know, demonstrate 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 necessary precautions to be taken to implement health and safety policies and regulations at the workplace.
6. The health and safety risks associated with their role and that of their staff regarding tools, materials and equipment.
7. The procedures for dealing with potential hazardous material at the place of work.
8. Unsafe work procedures for 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 4 head 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 particular 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, and setup where necessary, warning signs at the workplace.
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 at the workplace.
13. Recognise emergency situations and report immediately to superiors.
14. Contact relevant authorities in case of an emergency.
15. Mentor new staff and where necessary, explain the company’s / department’s standard operational procedures.
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FO402: Guest relations and hospitality

This unit lists the knowledge and skills needed by a person holding this position to carry out and/or supervise 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 supervise and ensure that:

1. Guests are acknowledged, welcomed and thanked in a friendly and professional manner.
2. Feedback is obtained from guests regarding their stay, property services and area attractions / offerings.
3. A proactive approach towards guests’ needs, including asking questions of guests to better understand their needs and addressing guest preferences, and acting on them whenever possible.

Required Knowledge
The level 4 head concierge must know, demonstrate 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 and sensory disabilities.
4. The professional approach required with an emphasis on hospitality and providing a highly personalized service.
5. The role and duties of the various staff during the shift.

Required Skills
The level 4 head 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. Ensure that guests with disabilities are offered assistance.
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 cleanliness of the customer area and take corrective action where necessary.
12. Assign staff so as to ensure that the concierge operations are run smoothly.
13. Ensure that during one’s work shift all concierge staff carry out their duties according to company policy.
14. Mentor new staff and, where necessary, explain the company’s / department’s standard operational procedures.
**FO403: 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 supervise and ensure that:

1. Requests are acted upon.
2. Effective communication with guests and colleagues.
3. The various types of communication tools are used appropriately for an efficient work environment.

**Required Knowledge**
The level 4 head concierge must know, demonstrate 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 4 head 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.
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)
9. Ensure that during one’s work shift all concierge staff carry out their duties according to company policy.
10. Mentor new staff and, where necessary, explain the company’s / department’s standard operational procedures.
FO404: Guest Services

This unit lists the knowledge and skills needed by a person holding this position to carry out and/or supervise 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 supervise and ensure that:

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

Required Knowledge
The level 4 head concierge must know, demonstrate 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 & beverage and others.
3. The opening hours and location of visitor attractions, places of interest, specific services, current activities and events.
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. Different upselling techniques.
10. The different services including porter / doorman, concierge desk, transportation and valet parking.

Required Skills
The level 4 head concierge must be able to:

11. Answer the telephone in a polite, professional and friendly manner.
12. Answer the telephone within a reasonable time as per company policy.
13. Take note and act on all guest calls, requests, questions, concerns or complaints.
14. Receive, record and communicate messages accurately.
15. Contact the appropriate individual, department or company, as necessary, to resolve a guest request, or problem.
16. Listen attentively to any questions or concerns by the guest and avoid interrupting at inappropriate times.
17. Communicate effectively with other employees and ensure an excellent working
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FO405: 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 supervise and ensure that:

1. A professional and courteous attitude with customers is maintained.
2. A harmonious teamwork environment with colleagues is maintained.
3. Work obligations are respected.
4. Difficult or unexpected situations are dealt with in a professional manner.

Required Knowledge
The level 4 head concierge must know, demonstrate 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 importance of being aware of cultural diversity among staff members and clients.
4. The rules and regulations of the workplace.
5. Own duties, functions and responsibilities.
6. The duties and functions of subordinates (e.g. concierge, porters etc.)
7. Basic emotional management.

Required Skills
The level 4 head concierge must be able to:

1. Value the customer and colleagues by adopting a professional and courteous attitude and by showing a proactive approach.
2. Address clients / customers in a professional manner while being aware of cultural diversity.
3. Ensure customer satisfaction whilst supervising and conducting front office 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 time and in a presentable manner wearing clean and appropriate clothing according 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 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.
13. Mentor new staff and where necessary, explain the company’s / department’s standard operational procedures.
## FO406: Human Resource Supervision

This unit lists the knowledge and skills needed by a person holding this position to carry out the supervisory duties during the shift. This unit covers the supervisory duties of the head concierge during a specific shift.

### Performance Criteria
The candidate must have the necessary knowledge and skills to supervise and ensure that:

1. All concierge staff are aware of their work duties.
2. Staff rosters are prepared on time and all staff requests are taken into consideration.
3. Good team work among colleagues.
4. Staff conflicts are resolved.

### Required Knowledge
The level 4 head concierge must know, demonstrate and explain:

1. Functions of all staff members at the workplace.
2. Staff scheduling (roster).
3. The recruitment process for new staff members.
4. Basics in staff motivation.
5. Basics in interpersonal communication.
6. Different ways to give feedback to staff members.

### Required Skills
The level 4 head concierge must be able to:

1. Supervise staff time plans and ensure that all areas are covered.
2. See to the preparation of staff rosters.
3. Identify and report on staff shortages.
4. See to the recruitment process of all concierge staff in conjunction with the human resources department and the front office manager.
5. Supervise activities and performance of all concierge staff.
6. Create an effective team environment.
7. Implement strategic policies to improve the efficiency of all concierge staff.
8. Maintain discipline among staff members.
9. Tackle misconducts and staff negligence.
10. Provide feedback to staff members on their performance.
11. Resolve conflicts among employees.