

JOB DESCRIPTION

CONCIERGE

RESPONSIBILITIES:

Reporting to the Lead Doorman, responsibilities and essential job functions include but are not limited to the following:

- Answering all calls directed to the Concierge desk.
- Assisting Wall Centre guests with questions and concerns.
- Welcoming our guests at our Front desk and accurately verifying all information during the check-in process and following up during check-out.
- Consistently offer professional, friendly and engaging service.
- Strong knowledge of Vancouver restaurants and multicultural dining options.
- Exceptional knowledge of the hotel, outlets and promotions.
- Strong knowledge of Vancouver and the surrounding region, giving directions via all modes of transportation, offers guidance and insight on tourism related events.
- Liaising and communicating effectively with all appropriate operational departments.
- Assist guests with mail, messages, and any plans or arrangements they may require.
- Follow Wall Centre policies, procedures and service standards.
- Ability to be flexible and work a variety of shifts, weekends, evenings and holidays.
- Regular hours of work are 11 hour shifts.
- Performing other duties as assigned or directed.

QUALIFICATIONS:

- Previous customer related experience required
- Previous hotel Concierge experience preferred
- Excellent guest service skills are required
- Must be able to assist guests with their concerns maintaining professional standards and problem solve effectively; performing professionally and politely under pressure.
- Must have the ability to communicate with guests over the telephone in a professional and pleasing manner under a variety of situations.
- Must be able to operate efficiently in a multi-task, extremely busy environment.
- Must possess basic computer skills.
- Must be able to speak, read, write and understand English, a second language is an asset
- Diploma or certificate in Hotel Management or the equivalent is an asset
- Must have strong communication skills, both verbal and written
- Walking and standing for long periods of time required; you must be able to exert a well-paced mobility to get to other departments in the hotel on a timely basis
- Must be able to work longer than 8 hours if needed
- Must be able to lift up to 40 lbs. occasionally
- Requires writing, standing, sitting, walking, repetitive motions, listening and hearing ability and visual accuracy
- Must be a team player but able to work independently
- Must possess outstanding guest services skills and sophisticated verbal & written communication skills
- Highly responsible & reliable

APPLY: Please email your cover letter and resume to Human Resources at resumes@wallcentre.com.