

Hotel Concierge Job Description

- Answers guest needs
- Receives and greets guests
- Issues room keys and parking pass to hotel clients
- Prepares documents such as passports and immigration papers when necessary
- Issues room cards, porter's passes, and hotel identification cards to guests
- Assists with the unpacking and packing of luggage
- Issues tickets for taxis or public transportation to guests
- Provides information about tourist attractions, restaurants, and shopping places available in the area to guests
- Organizes guest belongings in guestrooms, as well as check-in/check-out process, room keys; and luggage tags
- Coordinates with other service personnel on arrival and departure of hotel employees at the time of check-out (check-in)
- Distributes room service orders to the kitchen when hotel guests order room service
- Prepares cash/credit card payments for room charges, telephone calls, and mini bar from hotel guests
- Monitors hotel guests, such as ensuring the guests are safe and well when they are outside the hotel premises
- Conducts lobby tours to facilitate and assist guests in discovering the hotels various facilities and services (e.g., gift shop, a restaurant, a bar, swimming pool/spa; special events, etc.).