

Lobby Concierge



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Phone :

Web :

Job Summary

Vacancy :

Deadline : Jan 24, 2025

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Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Full job description

A beloved hotel with an enviable oceanfront location is now even better, following a \$50 million renovation. Our newly redesigned Loews Miami Beach Hotel includes all-new touchpoints throughout the property.

Welcome to a South Beach Icon, Reimagined. **Job Specific**

- Greets guests in a warm, friendly, and professional manner
- Familiar with all hotel facilities, room types, food and beverage outlets, recreational activities, and emergency procedures
- Familiar with local dining, shopping, and entertainment offerings
- Is completely conversant in all information in the Concierge Fact Book
- Answers guest questions about the hotel and local area, researching and providing prompt and professional follow-up information
- Becomes familiar with guest names and acknowledges them by name
- Serves each guest on a one-to-one basis with utmost courtesy
- Personalizes all services and anticipates guest requests whenever possible
- Makes dining, theater, tour, travel, and other arrangements for hotel guests
- Assists guests with transportation needs
- Arranges childcare
- Presents guest orientation sessions for new arrivals
- Inspects and maintains overall cleanliness and appearance of the Concierge desk, and lobby area, including temperature, lighting, and music
- Works closely with in-house vendors to satisfy guest entertainment needs
- Constantly displays outstanding communication and guest relations skills
- Demonstrates a professional attitude in all interactions with guests, hotel staff, and vendors - both in face to face discussions and over the telephone
- Answers telephone in accordance with Loews Hotels standards
- Takes a proactive role in providing assistance in the hotel lobby
- Provides tours of the hotel, displaying extensive familiarity with its history and interior décor
- Maintains inventory of local maps and brochures
- Develops and maintains resources and contacts to ensure that hotel guests receive up to date information on a broad variety of activities and events
- Retrieves guest messages from computer
- Sets up and disassembles the morning and evening concierge service
- Conducts Random Guest Survey Calls in accordance with hotel policy
- Other duties as assigned

General

- Promotes and applies teamwork skills at all times
- Notifies appropriate individual promptly and fully of problems and/or unusual matters of significance
- Is polite, friendly, and helpful to guests, management and fellow employees
- Executes emergency procedures in accordance with hotel standards
- Complies with required safety regulations and procedures
- Attends appropriate hotel meetings and training sessions
- Maintains cleanliness and excellent condition of equipment and work area
- Complies with hotel standards, policies and rules
- Recycles whenever possible
- Remains current with hotel information and changes
- Complies with hotel uniform and grooming standards

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Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
