

# Kizuri International

<https://kizuri-international.com/job/hotel-concierge/>

## Hotel Concierge

### Description

A Concierge, or Guest Services Representative, is a hospitality professional who attends to the needs of guests and helps them organize their accommodations while staying at a hotel or other building that provides lodging services. Their duties include making reservations, recommending restaurants, bars and clubs to guests and arranging errands such as grocery delivery and dry-cleaning services.

### Responsibilities

- ☒ Maintain knowledge over all outlets and facilities within the hotel
- ☒ Greet guests upon arrival and assist with luggage
- ☒ Provide guest with one welcome drink per person
- ☒ Provide unpacking services when ushering guests to their room
- ☒ Explain and show where the in room amenities are located
- ☒ Explain the telephone extensions
- ☒ Explain breakfast and Restaurant operating hours
- ☒ Maintain politeness and do not ask the guest for tip
- ☒ Represent the company with integrity and dedication.
- ☒ Book guest transportation, taxi, kekeh or rental vehicle
- ☒ Book excursions and trips for guests
- ☒ Ensure the Front desk lobby is always clean by performing routine sweeps
- ☒ Ensure Reception corridor is always clean by performing routine sweeps
- ☒ Assist with room service (upon availability of personnel)
- ☒ Support with Laundry room deliveries
- ☒ Ensure Public area toilets are kept clean and tidy at all times of the day
- ☒ Sweep and Mop public area toilets when needed

### Qualifications

Education: bachelor's degree in hospitality management, tourism, or a related field is preferred but not always necessary.

Certifications related to customer service or hospitality (e.g., Certified Hotel Concierge, Hospitality Management Certificate) can be advantageous.

Experience:

- Minimum of 1-2 years of experience in a customer service role, preferably within the hospitality industry.
- Previous experience as a concierge or in a front desk position is highly desirable.
- Experience in handling guest inquiries, reservations, and providing local area information.

### Contacts

Interested candidates are invited to submit their resume and a cover letter, outlining their interest and qualifications for the Hotel Concierge position, to **jobs@kizuri-international** or on whatsapp to: **+232 90 444 333 or +232 79 444 333**.

### Hiring organization

Kizuri International

### Employment Type

Full-time

### Industry

Hospitality

### Date posted

June 12, 2024

### Valid through

21.06.2024