



Career Profile

Guest Service Agent

Overview

Concierges assist hotel guests by providing information, making bookings, and arranging services like transport or entertainment. They help create a positive guest experience.

Requirments

- Previous Hotel experience
- Opera system knowledge
- Good communication
- Good problem-solving skills
- Helpful attitude
- Knowledge of local attractions

Training

A Certificate III or IV in Hospitality can be useful, but many Guest Service Agents receive on-the-job training.

Opportunities

Concierges work in hotels, resorts, and luxury apartment buildings, with career paths leading to guest relations or hotel management.



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