



CAREER PROFILE



Concierge

Overview

A concierge helps guests with requests, recommendations, bookings, directions, and local information while providing personalised customer service in a hotel or accommodation venue.

Requirements

- Excellent communication
- Customer service skills
- Knowledge of local attractions
- Problem-solving skills
- Good organisation
- Professional and welcoming manner

Training

No formal qualification is usually required to start. A **Certificate III in Hospitality** can provide relevant training in guest services, accommodation reception and customer service.

Career Progression

