

**JOB DESCRIPTION****TITLE: HOSPITAL CONCIERGE****DEPARTMENT: HOTEL SERVICES****RESPONSIBLE TO: HOTEL SERVICES MANAGER**

**SUMMARY OF POSITION:** To be part of the Hotel Services Team providing Concierge services and an efficient and courteous reception service for patients, visitors, and Consultants in accordance with customer care standards.

**Principal Duties:**

- ◆ To ensure that all visitors receive a personal welcome and assistance on arriving and departing the premises.
- ◆ To liaise with Porter to assist patients transfer of luggage if required.
- ◆ To assist patients and visitors by volunteering physical assistance, directions or advice.
- ◆ Ensure that patients and visitors reach their destination within the hospital, safely and quickly.
- ◆ Arrange transport for any patients or visitors should it be required.
- ◆ To provide information to visitors and if need be, recommend and arrange reservations at local restaurants or facilities.
- ◆ Support all enquiries and ensure that visitors receive required service.
- ◆ Support the Meet and Greet Facility at Main Hospital Entrance.
- ◆ To ensure all statutory training is attended as required.
- ◆ To act in a professional manner at all times and to be courteous to all patients, visitors, consultants and staff.

**Additional information**

To be aware of and adhere to:

1. Health and Safety at Work Act.
2. Company policies and guidelines.
3. Disciplinary/Grievance Procedure.
4. Fire Action Policy.
5. No Smoking Policy.
6. To read and sign all policies issued to the department in accordance with the Care Standards Act 2000.

This list is not to be regarded as exclusive or exhaustive as there may be other duties and requirements associated with the post which you may be called upon to perform from time to time.

BL  
Oct 2012



**PERSON SPECIFICATION**

**POST:** HOSPITAL CONCIERGE

**DEPARTMENT:** HOTEL SERVICES

<b><u>SELECTION CRITERIA</u></b>	<b><u>ESSENTIAL</u></b>	<b><u>DESIRABLE</u></b>
To be physically fit and agile	✓	
To be well presented, neat, tidy, enthusiastic, articulate and confident	✓	
Interpersonal skills and a willingness to be helpful and assist people	✓	
To have an excellent standard of spoken and written English. The Concierge have the ability to communicate clearly, tactfully and politely with all people that he comes into contact with.	✓	
To have previous Concierge or Hotel Experience		✓
IT Skills and knowledge		✓
Knowledge of local businesses and an awareness of the area		✓
Knowledge of additional languages		✓
To perform all duties required in accordance with customer care standards and Hospital Policy	✓	