

The Ivy Hotel

Concierge/Guest Services Agent

Position Summary:

The position of Concierge/Guest Services Agent at The Ivy Hotel is unique and challenging. S/he are responsible for: providing, maintaining and promoting hospitality at the highest level at all times; welcoming and serving guests in a courteous, efficient and friendly manner, both face-to-face and on the phone. The Concierge/Guest Service Agent is responsible for creating an atmosphere around his/her desk that welcomes people. S/he will pro-actively anticipate the needs of the guests so solutions can be offered before being requested, personalizing the delivery of the service to meet the specific needs of each guest, and reminding the guest of scheduled events and appointments. Your function is to provide the guest with an experience that will always be remembered and with the highest level of responsiveness. S/he must communicate well with all staff to satisfy a tremendous need for personal service and develop a true sense of community for the guest. As part of this job, this individual is required to demonstrate good computer skills, accurately handle cash and charges, and stand for long periods of time.

Essential Functions/Major Responsibilities:

- *Ability to multi-task: telephones, computers and guests that are in front of you. Quick thinking, ability to give clear, concise directions (walking, driving and verbal), refer/recommend activities and services as well as information on the local Baltimore area and all of its many facets.
- *Provide personal services of the highest level that may include, but not limited, to restaurant reservations, recreation requests, floral orders, shoe shine, etc. They also have the ability to make available maps, literature, and other materials.
- *Project an approachable and professional image in personal appearance, manner, and demeanor.
- *Be knowledgeable of all in-house and arriving guests
- *To assist in taking reservations, tours, and greeting and checking-in guests.
- *Maintain a work environment of cleanliness and organization.
- *Assure prompt and positive action on all guest complaints, questions, concerns and suggestions, as well as conduct quality assurance follow-up.
- *Acknowledge and greet all guests with utmost courtesy and urgency, moving out from behind the front desk to open doors and assist guests.
- *Listen and work with guests who present service opportunities or challenges. Attempt to resolve them and/or elevate and communicate them to a manager.
- *Maintain consistent presence at work station.
- *When so directed, participate in hotel activities, events and functions.

- *Use professional telephone etiquette in handling internal and external guest requests. Use work order system when necessary.
- *Be knowledgeable of local current restaurants, spas, attractions and events (concerts, theater, sporting events, special events, and more.)
- *Assist and coordinate with F&B Managers daily, for both Magdalena and “Up-stairs” Dining.
- *Assist with package and amenity deliveries. Log receipts of packages delivered for guests.
- *Provide continuous updates, edits, reviews, and additions to the electronic guest database (list of guest preferences, birthdays, anniversary and other special dates, restaurants, service providers, etc.).

Job Scope:

Recurring work situations with occasional variations from the norm. Job involves a moderate degree of complexity. Operates from established and well-known procedures typically, but may have to use a high degree of creativity in meeting the individual needs of guests. Operates independently with minimal supervision.

Interpersonal Contacts:

Establish contacts outside of The Ivy and Magdalena on a regular basis. Consistently fills the needs of guests by providing services on-site, through the use of both phone and face-to-face interactions. Contacts sometimes contain confidential/sensitive information; position requires the ability to use the utmost discretion.

Specific Job Skills:

- * Must demonstrate a positive attitude and professional demeanor, serving as an ambassador for the Ivy, and encouraging other employees to do the same.
- * Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- * Ability to perform basic math skills such as addition, subtraction, multiplication and division.
- * Requires strong communication, organizational, decision-making and interpersonal skills.
- * Ability to be detail-oriented while maintaining thorough follow-through.
- * Ability to multi-task and to work well under pressure.
- * Requires professional demeanor with ability to use independent judgment to handle any guest services matters and needs
- * Proficiency with electronic resources such as Internet search, Outlook, Word, Open Table, and PMS/POS systems.
- * Ability to stand for long periods, walk, sit, talk, and use phone. Ability to lift up to 40 pounds. Requires the use of close and distance vision.

Education and/or Experience:

*A minimum of two years prior hospitality experience is preferred. Some higher education or vocational training specializing in a luxury setting is desired.

*Previous Concierge experience preferred but not essential.

*Looking for an individual who appreciates the opportunity to be of service.

*Excellent geographic knowledge of the surrounding area along with the ability to speak and understand multiple languages is also favored.

Job Conditions:

*Have flexibility to work different shifts including but not limited to weekends and holidays.

*Frequent interruptions may occur.

*Maintain a clean cut and professional appearance.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

The Ivy Hotel is an EOE.

To Apply, Please Email your Resume and Cover Letter to the Following Email Address:

employment@theivybaltimore.com