



## **Position: Concierge Supervisor**

The Ivy Hotel is hiring a Concierge Supervisor.

The ideal candidate will possess a positive attitude, collaborative management style and be focused on delivering exceptional customer service. You're a problem solver who takes can take both direction and initiative and just gets it done. You're organized and possess an acute attention to detail. Well-dressed and well-spoken. You're passionate about service, and are a host, a welcoming presence, the face of the hotel to a sophisticated clientele.

This person 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. Duties include, but are not limited to:

- 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
- 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.
- 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.

- 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.

This is a perfect position for someone who has experience in the luxury hotel world. Great opportunity for growth.

Are you this superstar Concierge Supervisor? Send cover letter (not considered without this, but of course you already knew that) and resume to [employment@theivybaltimore.com](mailto:employment@theivybaltimore.com). No calls or visits to the hotel, please.