



Job Description – Concierge

Document Control

Position Title: Concierge

Department: Operations and Front Office

Reports To: Front Office Supervisor

Version: 1.0

Job Overview

The Concierge is responsible for providing personalised guest assistance and exceptional service to ensure memorable experiences across Grand Royale Group's hotel properties. This role acts as a central source of information for guests, offering recommendations, booking services, and coordinating logistics to meet individual needs. The position requires strong local knowledge, professional communication, and a genuine passion for delivering world-class hospitality.

Key Responsibilities

Guest Assistance & Service Excellence

- Provide professional and courteous assistance to all guests with enquiries, directions, and requests.
- Arrange transport, tours, restaurant bookings, and entertainment options.
- Anticipate guest needs and offer proactive support for a seamless experience.
- Maintain up-to-date knowledge of local attractions, events, and facilities.

Coordination & Communication

- Liaise with Front Office, Housekeeping, and Food & Beverage teams to meet guest expectations.
- Ensure timely communication of guest preferences and special requirements.
- Handle VIP arrivals and ensure personalised arrangements are executed flawlessly.
- Maintain accurate records of bookings, requests, and follow-ups.





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Customer Service & Brand Representation

- Uphold Grand Royale Group's luxury service standards at all times.
- Respond professionally to guest feedback and resolve issues efficiently.
- Provide tailored recommendations that reflect brand values and quality.
- Maintain discretion and confidentiality in all guest interactions.

Administrative & Operational Duties

- Manage concierge desk operations and ensure cleanliness and organisation.
- Prepare daily reports on bookings, guest feedback, and service activity.
- Maintain vendor and partner contact databases.
- Assist with lobby presentation and guest flow during peak times.

Qualifications and Experience

- Certificate or Diploma in Hospitality, Tourism, or Customer Service (preferred).
- Minimum 2–3 years' experience in a guest-facing hospitality role.
- Knowledge of local attractions, transport options, and cultural sites.
- Excellent communication and problem-solving skills.
- Multilingual ability or previous concierge experience highly regarded.

Skills and Competencies

- Exceptional customer service and interpersonal skills.
- Strong organisational and multitasking ability.
- Attention to detail and time management.
- Proficiency in Microsoft Office and hotel management systems.
- Professional appearance and confident communication style.

Working Conditions

This is a full-time or rostered position based at Grand Royale Group's hotel properties in Gold Coast, Queensland. The role requires flexibility to work varying shifts, including weekends, evenings, and holidays, to meet guest and operational needs.





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Key Performance Indicators (KPIs)

- Guest satisfaction and service feedback.
- Timeliness and accuracy of guest assistance.
- Quality of local recommendations and bookings.
- Professionalism and presentation standards.
- Adherence to Grand Royale Group service protocols.

Company Values and Culture

Grand Royale Group values hospitality, professionalism, and attention to detail. The organisation fosters a culture of service excellence, teamwork, and respect. The Concierge plays a key role in representing these values through authentic and personalised guest interactions.

Career Path

This role offers pathways into senior guest service positions such as Guest Relations Officer, Front Office Supervisor, or Duty Manager within Grand Royale Group or other luxury hospitality organisations.

