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# Example of Concierge Supervisor Job Description

Our growing company is hiring for a concierge supervisor. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for concierge supervisor

* Rewarding performance
* Disciplining employees
* Answers questions and recommends corrective actions to address customer complaints and escalated issues
* Help set goals and objectives
* Identify areas in need of improvement
* Assist in administering of corrective action, including verbal and written coaching, written disciplinary warnings and termination
* Other functions may be assigned as needed
* Provide overall supervision to Concierge
* Handle guests’ luggage transportation and storage with care and efficiency
* Welcome and greet guests and handle their enquiries

## Qualifications for concierge supervisor

* 6 months to 1 year in leadership role
* A service excellence and relationship management role model with strong leadership skills
* Provide delivery service to guests and internal departments
* Minimum 2 years related hotel experience and preferable in Concierge
* Vocational training in hotel front office operations is preferable but not essential
* Guest service oriented and good communication skills