

SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES				
SKILLS MAP - CHEF CONCIERGE/ASSISTANT CHEF CONCIERGE				
Sector	Hotel and Accommodation Services Front Office			
Track	Concierge Operations			
Sub-Track	Concierge Professional			
Occupation				
Job Role	Chef Concierge/Assistant Chef Concierge			
Job Role Description	The Chef Concierge/Assistant Chef Concierge ensures the concierge team offers the best service, knowledge and assistance to guests during their stay at the property. He/She manages all aspects of concierge operations to ensure that the team is functioning at its peak efficiency in accordance with the department's operating procedures and standards. He develops operations plans, monitors concierge operations and service performance, and resolves irregularities in concierge service and escalated cases of guests' feedback. He is well-informed of the latest tourist attractions, hospitality trends and is able to come up with new ideas to promote the property's services and facilities. He drives continuous improvements through innovation, productivity and sustainability initiatives and manages operational risks through compliance management, crisis management and loss and risk prevention. His role at the management level includes overseeing staff development and performance management, as well as managing departmental budget forecast and utilisation. He is able to communicate effectively and interact with guests, as well as all levels of staff. He possesses excellent guest service skills to deal with exceptional requests and culturally-diverse guests. He is able to stand for long hours and may work on shifts, including weekends and public holidays.			
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks		
	Manage front office operations	Implement operating procedures and service standards for concierge operations		
		Monitor concierge operations to ensure adherence to organisational standards and procedures		
		Develop operations plans for the department		
		Review manpower allocation for concierge operations		
		Inspect lobbies and driveways to ensure operational efficiency in bell and concierge services		
		Identify and resolve deviations and irregularities related to concierge and bell service operations		
	Drive service and operational excellence	Manage team's service performance in response to guests' needs and requests to ensure guest satisfaction		
		Manage service recovery for escalated guests' concerns and feedback		
		Review service performance standards of the department		
		Review systems and processes for workflow and productivity improvement		
		Innovate new ideas on concierge services to enhance guest experience		
		Direct the implementation of sustainability programmes to drive organisational green initiatives		
	Manage operational risks	Operationalise compliance management of organisational and regulatory requirements on workplace safety and health, and data protection		
		Manage emergency situations		
		Manage loss and risk prevention policies and procedures to minimise loss and risk in business operations		
	Manage human resources, finance and report management	Review activity reports on concierge operations to monitor and report departmental performance		
		Support budget forecasting processes for the department		
		Manage cost control to keep departmental operating expenses within budget		
		Establish learning and development plans and facilitate learning and development opportunities to enhance staff work performance		
		Provide coaching and guidance to improve staff work performance		
		Manage staff performance to achieve department goals		
	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Budgeting	Level 3	Communication	Advanced
	Business Continuity Planning	Level 4	Decision Making	Advanced
	Business Planning	Level 4	Interpersonal Skills	Advanced
	Business Presentation Delivery	Level 4	Problem Solving	Advanced
	Change Management	Level 4	Service Orientation	Advanced
	Concierge and Uniformed Service Delivery	Level 4		
	Crisis Management	Level 4		

Skills and Competencies	Customer Challenges Management	Level 4
	Customer Experience Management	Level 4, Level 5
	Customer Feedback and Relationship Management	Level 4
	Dispute Resolution	Level 4
	Environmental Sustainability Management	Level 4
	Hospitality Data Collection and Analysis	Level 3
	Innovation Management	Level 4
	Legal Compliance Management	Level 4
	Loss and Risk Prevention Management	Level 4
	Organisational Relationship Building	Level 4
	People and Performance Management	Level 4
	People and Relationship Management	Level 4
	People Development	Level 4
	Productivity Improvement	Level 4
	Service Challenges	Level 4
	Service Coaching	Level 3
	Service Information and Results	Level 4
	Service Innovation	Level 4
	Service Innovation Culture	Level 4
	Service Leadership	Level 4
	Service Planning and Implementation	Level 4
	Staff Management	Level 4
	Technology Adoption and Innovation	Level 4
	Vision Leadership	Level 4
	Workplace Safety and Health Performance Management	Level 4
Programme Listing	For a list of Training Programmes available for the Hotel and Accommodation Services sector, please register to info@sphmhospitality.com	