Supervise portering and concierge services Legacy

Overview

This standard is about supervising the portering and concierge service and is likely to be used by a supervisor responsible for the activities within the area of work on a daily basis under the direction of the relevant manager.

Concierge is the French term for 'porter', but the concierge department in larger hotels may cover a wider variety of roles such as enquiries, booking or baggage services to name just three.

The portering and concierge team are often the first people guests meet when they arrive and so are one of the most important parts of that critical first impression. They are also often the very last staff a guest sees on departing and so again play a key part in the guest leaving satisfied with their stay.

This standard includes wider aspects of the portering and concierge service preparation, supervision and review and therefore covers making sure that the portering and concierge service has all the necessary staff, equipment and supplies; making sure that procedures are in place for running the service and ensuring that staff are properly briefed, trained, overseen and supported.

When you have completed this standard you will be able to demonstrate your understanding of and ability to:

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Performance criteria

You must be able to:

1. Allocate staff and brief them on duties, relevant procedures and any variations relating to their work routines
2. Ensure staff have the skills, knowledge and resources they need when they need them and encourage staff to ask questions if there is information that they do not understand
3. Ensure your staff follow the portering and concierge procedures, maintain the appearance of the lobby area, conduct and present themselves according to organisational requirements and standards
4. Lead staff to identify different customers and their real and perceived needs and communicate with customers in a manner that promotes a positive customer experience
5. Ensure the portering and concierge service complies with legal requirements, industry regulations, professional codes and organisational policies
6. Inform your staff and customers about any changes to the service that may affect them
7. Monitor the quality of work and progress against plans and take effective action to manage problems that may disrupt the portering and concierge service when they occur, finding practical ways to overcome barriers
8. Control costs, make best use of available resources and proactively seek new sources of support when necessary
9. Monitor and review procedures to ensure the service meets the needs of customers
10. Collect and pass on feedback and recommend improvements to the relevant people according to your organisation's requirements
11. Give feedback to staff to help them improve their performance where appropriate
12. Use effective methods to gather, store and retrieve information, accurately complete the required records and report on performance to support the service according to your organisational procedures

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Knowledge and understanding

You need to know and understand:

1. How to plan efficient portering and concierge services

1.1. Your organisation's policies and standards for customer service

1.2. How industry codes of practice and legislation directly affect portering and concierge procedures including what legislation covers storing information about customers and staff

1.3. The limits of your authority when it comes to developing procedures and managing the service

1.4. Standards of conduct and personal presentation for staff

1.5. Why you should review your work procedures

1.6. How the organisation can meet new customer needs and expectations

2. How to work out what resources are needed to operate efficient portering and concierge services

2.1. The information you need to run the portering and concierge service and how to collect and check it

3. How to operate efficient portering and concierge services

3.1. How you can allocate work to your members of staff to ensure standards of service are maintained

3.2. How and when to brief your staff

3.3. How to minimise the effects of problems which might occur with the service

3.4. How the portering service integrates with other departments

3.5. Why it is important to give people accurate information

3.6. Why it is important to give your staff information about changes to work routines and about problems, and how to do so

3.7. Why it is essential to maintain confidentiality when dealing with information about staff and guests

3.8. How to make sure the portering and concierge service complies with legislation and your organisation's procedures

3.9. The different ways of completing and storing records, computerised and paper-based, and the advantages and disadvantages of each

4. How to monitor portering and concierge services

4.1. How to monitor the allocation and use of resources

4.2. How to make sure that standards of customer service are being maintained

4.3. Why relationships with your internal customers need to be monitored to ensure an efficient service is provided

4.4. What the limits of your authority are when staff do not follow procedures and when dealing with problems

5. How to gather and act on feedback

5.1. Why feedback from customers and staff is essential in developing services

5.2. What the organisational procedures are for recording and reporting feedback and how you should develop and present recommendations for improvements

5.3. How feedback can contribute to the management of your organisation and improve services further

5.4. How to give feedback to team members

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Behaviours

The following behaviours are provided as guidance to underpin effective performance of a hospitality supervisor

1. You actively keep knowledge up to date to be able to give customers useful and up to date information which enhances their stay
2. You make appropriate information and knowledge available promptly to those who need it and have a right to it
3. You pass on your knowledge and information to support the development of staff and colleagues
4. You model behaviour that shows respect, helpfulness and co-operation
5. You recognise recurring problems and promote changes to structures, systems and processes to resolve these

Skills

Glossary

Effective methods to gather, store and retrieve information include cost-effective, time effective and ethical means.

Information includes from customers and staff.

Links to other NOS

This unit is a sector specific unit and has particular links with the following units in the Hospitality Supervision & Leadership suite of standards:
HSL1-6HSL14HSL19HSL23HSL24

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