

Chief Concierge

The Fullerton Hotel Sydney - Australia

JOB RESPONSIBILITIES

- Lead, mentor, and inspire a team of concierge professionals to deliver exceptional guest service.
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- Manage all guest inquiries, requests, and complaints, ensuring swift resolution and satisfaction.
- Provide a high level of knowledgeable customer service to our guests answering a very broad range of questions about hotel services and all aspects of services available in CBD Sydney and surrounds
- Supervise the Bell Captains and Porters and the delivery of luggage and driveway flow promptly and professionally.
- Act as a liaison between guests and other hotel departments to ensure seamless service delivery.
- Assist in the lobby as needed from helping with express check outs to liaising with guests in the lobby and anticipating their needs
- Maintain a high level of guest confidentiality and discretion at all times.
- Foster a warm and welcoming environment that aligns with the hotel's luxury brand.

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To apply for the above position, please send your full resume to fsy.talent@fullertonhotels.com.