

Hotel Concierge

This interview guide is intended to be used in conjunction with the Vervoe skills assessment. Where a candidate has scored Low - Medium on a skill, focus on asking more questions from that skill to gain deeper insight into their level of competency.

Assessment Score	HIGH MEDIUM LOW
Assessment Skills	Hotel Concierge, Professionalism, Communication. Guest Service,

Competency/Skill	Candidate with this will display
Hotel Concierge	<ul style="list-style-type: none"> Understands the importance of their role in providing positive guest experiences and repeat customers Has a helpful and positive disposition Can handle multiple tasks at once with a friendly demeanour
Questions	
	How would you get to know your colleagues and organisation in the first week of the role?
	Describe a time where you have enhanced a guest's experience by providing them with recommendations of activities or experiences they were not aware of previously.
	How would you handle a busy time of day with a queue of guests waiting to be checked in and the phone ringing for bookings?
Comments	

Competency/Skill	Candidate with this will display
Guest Service	<ul style="list-style-type: none"> Service driven in all encounters Provides a positive and memorable service for all guests and customers Focuses on providing guest/customer satisfaction
Questions	
	How do you ensure you provide five star customer service to all guests?
	What environments have you provided customer service in? How do these differ from each other?
	What would you do if you didn't know the answer to a guest's request?
Comments	

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Competency/Skill	Candidate with this will display
Professionalism	<ul style="list-style-type: none">• Remains professional with all encounters with customers and guests• Professionally presented to be the face of the organisation• Provides honest, respectful service for guests.
Questions	
	What does professionalism mean to you and how do you exhibit this in your work?
	How would you handle a disgruntled guest?
	Describe a time where you received positive feedback from a customer or guest due to your level of service.
Comments	

Competency/Skill	Candidate with this will display
Communication	<ul style="list-style-type: none">• Ability to convey information to a range of people from various backgrounds• Communicates in a clear and concise manner that is easy to understand
Questions	
	How would you communicate with someone whose first language isn't English?
	Describe a time where you have misunderstood someone. How did you rectify this situation?
	How would you communicate a negative message to a guest? Feel free to use previous examples.
Comments	