**JOB DESCRIPTION**

**Position: Concierge**

**Department: Guest Relations**

**Reports to: Guest Relations Manager**

**The Company**

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the world’s most prestigious hotels and resorts. The Group now operates or has underdevelopment over 40 hotels with more than 11,000 rooms in 25 countries in key business and leisure destinations.

**The Hotel**

Our award winning property, in the nation's capital, is situated on D.C.'s growing South West waterfront. Commanding monumental views, the property offers 400 guest rooms including 54 suites, extensive event space, and our Forbes Four Star Rated Spa at Mandarin Oriental. Mandarin Oriental, Washington D.C. welcomes individuals who are guest centered and are committed to making a difference every day; continually getting better to keep us the best.

The Concierge is responsible for providing 5 star services to all guests and colleagues

**Duties and Responsibilities**

* Provide guests access to all Washington D.C. has to offer
* Offer a warm, sincere and personalized welcome to all guests
* Create special conversations with guests, which identify personal preferences in order to record in each guest's profile history
* Have an in depth knowledge of directions, travel time, cost and various forms of transportation
* Maintain an updated database with extensive information about city highlights
* Demonstrate first-hand knowledge regarding the recommendations with thorough research
* Arrange tickets for theatre, sporting events and local attractions
* Make and confirm dining reservations
* Respond to all guest needs and requests
* Other activities as deemed appropriate by the Guest Relations Manager or Director of Front Office Operations

**Requirements**

* Extensive knowledge of the Washington D.C. metropolitan area.
* Prior hotel experience desirable.

Each of the items listed is considered an essential function of the position. However, the duties, responsibilities and requirements presented in this job description are intended to be broad based and high level and should not be construed as an exhaustive list of all roles or responsibilities for the position. The Company reserves the right to alter the duties and responsibilities of the position.

It is Company policy to comply with the Americans with Disabilities act, including by providing reasonable accommodations that do not constitute an undue hardship on the Company. Employees or applicants should direct requests for accommodation to Director of Human Resources.