



Long Bay, West End Tortola, VG 1130, British Virgin Islands Tel. 284-345-3773

Job Title:	Concierge Agent	Job Category:	
Reports To:	General Manager/ Guest Services	Position Type:	Full Time
Objectives and Purpose of Job: The main purpose of the Concierge Agent is to be the point of contact for the guests regarding the premises and activities outside of the resort.			
ROLES AND RESPONSIBILITIES <ul style="list-style-type: none">• Welcome guests upon arrival and direct them accordingly• Be available to answer any guest inquiries/provide requested information• Receive guest complaints and seek appropriate solutions• Point out all amenities available at the resort.• Recommend restaurants, trips and other tourist attraction activities.• Organize tourist experiences outside the resort.• Remind guests of scheduled events.• Gather guests' feedback and make recommendations for service improvement			
Any other duties as assigned.			
QUALIFICATIONS AND REQUIREMENTS <ul style="list-style-type: none">• At least 3 years' experience in concierge/ guest services• Verse with the Microsoft suite• Excellent geographic knowledge of the British Virgin Islands• Ability to multitask and remain organized, calm and proactive in a fast-paced environment• Ability to resolve conflicts• Ability to give clear, concise directions			
Job holder's signature:		Date:	

To Apply:
Email: careers@hrbvi.com