

The Concierge position is one of the most important here at GreatHorse. It consists of 3-4 people working as a team to fulfill the needs of members and almost every department head. The job consists of anything from typing menus for our Chefs, creating flyers for upcoming events, answering every general phone call and email, making dining reservations, and so much more. Most importantly, our Concierge is one of the first faces when someone enters our club and is highly depended on by every member and management of the club.

Job Tasks & Responsibilities

- Must be available evenings and weekends
- The ability to meet and exceed guests' expectations and provide services they need
- Multi-tasking skills
- Must be able to do several things with constant interruptions
- Be ready to solve requests and issues to the satisfaction of guests
- Must be a self motivator
- Develops a strong knowledge of the club's facilities and services, as well as member relationships
- Makes member and guest reservations for dining, ground transportation, spa services, and anything else when requested
- To ensure a proper use of phone etiquette standards
- Stay current and up to date with club services as well as daily VIP requests and special events
- Provide support to management as required
- Project a professional manner with an emphasis on hospitality and Member/Guest service.
- Coordinates guest requests for special services or equipment with the appropriate department.
- Any other tasks as directed by management.