



Concierge And Porter Team

Job Description

Reporting to: Guest Services Management

Working with: Guest Relations Team
Kitchen Team
F & B Management
Events Team
Housekeeping Team

Job Type: Full Time and Part Time roles available

**Are you considering changing jobs or industry? Do you have a passion for storytelling?
Do you love to talk to people?**

If you answered yes to these questions, then we have an exciting opportunity for you! Luttrellstown Castle Resort is seeking enthusiastic individuals to join our esteemed team as Concierges and Porters.

Job Description:

As a member of the Concierge and Porter team at Luttrellstown Castle Resort, you will be at the forefront of providing exceptional service to our guests. Your primary responsibilities will include:

- Welcoming guests upon arrival and providing them with information about the resort, local attractions, and amenities.
- Assisting guests with booking reservations for dining, transportation, and recreational activities.
- Responding to guest inquiries and requests promptly and courteously.
- Providing personalised recommendations and insider tips to enhance the guest experience.
- Maintaining a thorough knowledge of the resort's services, facilities, and policies.
- Ensuring that guest needs are met efficiently and effectively to exceed their expectations.
- Collaborating with other departments to coordinate guest services and resolve any issues or concerns.

**Qualifications:**

- Excellent communication and interpersonal skills.
- Strong customer service orientation with a genuine passion for helping others.
- Enthusiasm for storytelling and sharing local knowledge and recommendations.
- Ability to multitask and prioritise tasks in a fast-paced environment.
- Flexibility to work varying shifts, including weekends and holidays.
- Previous experience in hospitality, tourism, or customer service is preferred but not required.

Join Our Team:

If you're ready to embark on a new adventure and become part of a dynamic team dedicated to providing unforgettable experiences for our guests, we want to hear from you! Apply now to join the Luttrellstown Castle Resort family as a Concierge.

General:

You are expected to carry out your duties diligently and professionally with a friendly, outgoing attitude. You must work together with members of the team to ensure that we operate a high standard of professional service and provide an enjoyable environment for members, customers, and employees alike. Excellent grooming standards are expected.

Why join our team:

- Competitive Salary
- Employee Recognition Awards
- Learning and Development
- Team Appreciation Events throughout the year
- Employee Discounts which include our prestigious restaurant Rugged Lane
- Complimentary Car Parking
- Meals ordered from our Spike Bar menu (whilst on duty)
- Uniform provided.
- Beautiful Surroundings
- Complimentary Golf
- Opportunities for career advancement and growth
- Above statutory Annual Leave Days
- Loyalty days apply with length of service.

Luttrellstown Castle Resort does not require the assistance of Recruitment Agencies at this time.