
Hotel Concierge interview questions and answers

This **Hotel Concierge** interview profile brings together a snapshot of what to look for in candidates with a balanced sample of suitable interview questions.

Hotel Concierge Interview Questions

Proven customer service or hospitality experience is critical for **Hotel Concierge** candidates. Actual hotel experience is even more desirable. If a candidate's resume notes that they have concierge training, or that they're an active member of their local concierge association, that is a good indication of their commitment to their career.

Interviews are the only opportunity you have to evaluate what can't be trained and what can't be found on a resume. A hotel concierge must love working with people. That's non-negotiable. Concierges must be approachable, empathetic, diplomatic, even-keeled, patient, and discreet. They must be willing to go above and beyond to meet the needs of their guests. Making last-minute dinner reservations, coordinating emergency medical appointments, and giving expert advice on local attractions should come easily to a great concierge.

To encourage candidates to speak at length about their hospitality and customer service experience, ask a number of open-ended and situational questions. Communication skills are important for this role, so listen closely to how effectively candidates express themselves. Problem-solving skills are also crucial, so if there are some common issues they encounter on a daily basis, use this time to see how they might handle that situation.

Operational and Situational questions

- How has your training or work experience prepared you to be an effective hotel concierge?
- How would you describe your customers? What are their typical needs and expectations?
- Describe a typical day at your current/previous job. How do you prioritize your work?
- Which city tours do you recommend?
- What are some popular local options for entertainment?
- How does travel high season affect your work?
- What's the most challenging aspect of being a concierge?
- What is the most unusual request you've ever received from a hotel guest? How did you handle it?
- When are you allowed to say "no" to a guest's request?
- How often do you have to handle sensitive information? What does discretion mean to you?
- A guest tells you that they're celebrating a special occasion, such as a child's birthday, or a wedding anniversary. What can you do to enhance their experience at your hotel?

- Describe a time you worked with colleagues to meet a goal on a tight deadline.
- How would you get to know your colleagues during your first week on the job?
- Recall a time you resolved a situation with a difficult coworker.
- Hotel concierges often “work” a few extra unpaid hours to make sure they can give sound advice on local museums, restaurants, etc. What would motivate you to do this?