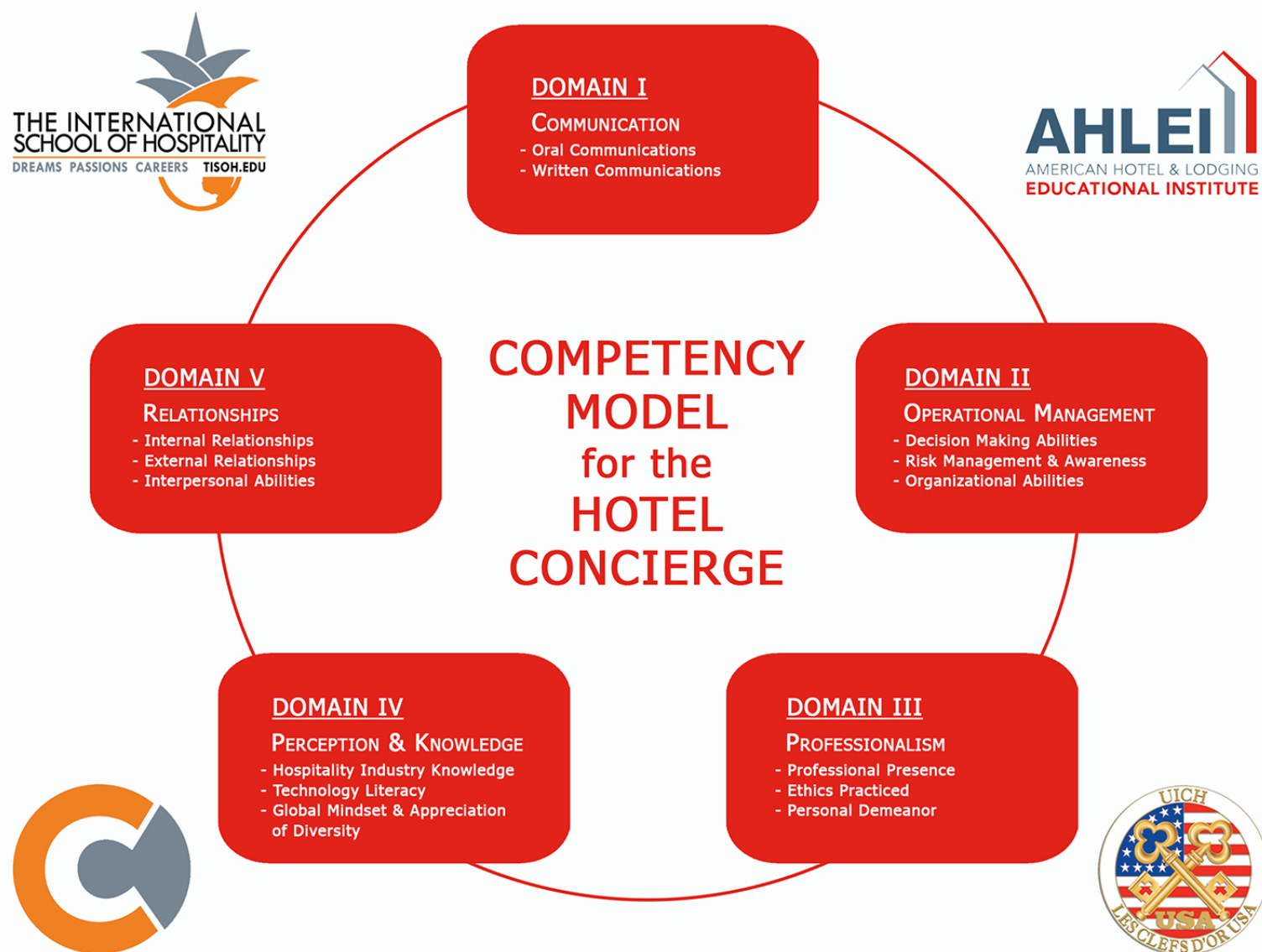


# Executive Summary of the Concierge Competency Study

This competency study, presented by the staff of **The International School of Hospitality (TISOH)**, is the first of its kind for the hotel concierge profession. While there exist guides oriented toward enhancing concierge training and performance, there has been a conspicuous gap in the research pertaining to proven competencies that allow for standardizations of training and performance expectations.

## Key Findings: The Competency Model for Hotel Concierge

Each domain describes a fundamental area of competency for the hotel concierge. Communication, operational management, professionalism, perception and knowledge, and relationships are the competencies that any effective concierge possesses, according to the survey results.



## Applying the Model

The domains of competency identified above are immediately and immensely useful for those in the hospitality industry. At the supervisory level, the model may be used to create training programs, focus employee assessments, and as an aid in formulating strategic goals. Likewise, concierge associations may begin to use the model to reify understood competencies, but to also create newer improved guidelines for hotel concierge excellence.