

START SOMETHING SPECTACULAR!

CAREERS IN HOSPITALITY – CONCIERGE / PORTER

Luggage porters carry luggage for guests in hotels and passengers in transport terminals, show them to their rooms, berths or cabins, and provide other guest services. Concierges provide additional services to guests, such as organising and booking tickets for tours and entertainment for guests, and advising them on the services and attractions available in the local area.

Duties and Tasks

A luggage porter may perform the following tasks:

- take baggage, tag it and give identification slips to guests or passengers
- load or unload luggage and take it to the receiving area
- carry luggage and show incoming guests to rooms
- explain details of hotel room services and facilities to guests as they arrive
- carry the luggage of departing guests to cars, buses or taxis
- talk with transport carriers to make travel arrangements and retrieve lost luggage
- page guests and run errands
- park guests' vehicles.



A concierge may perform the following additional tasks:

- provide guests with information on the local area, attractions and events
- organise and book tours, transport and entertainment for guests
- assist guests and staff with safety and emergency procedures

Personal Requirements

- interested in working with people
- well-presented, alert and perceptive
- interpersonal skills
- physically fit
- good communication skills
- good knowledge of the local area

Work Conditions

Porters and concierges are required to do shift work, including nights, weekends and public holidays.

These jobs have a high level of contact with the public. Uniforms are generally provided by the employer.

They need to be physically fit to handle luggage, and may be required to stand for long periods of time.

Education/Training

You can work as a porter or concierge without formal qualifications. You will probably get some informal training on the job. However, there are formal qualifications available, and these may assist you in gaining employment and advancing within the industry.

Luggage porters should have a good command of the English language, and the ability to speak a second language may be an advantage. A current driver's licence is often required.

To be a qualified porter, you should have a Certificate II in Hospitality (Operations) as a minimum, although some places will let you start with no training. A Certificate III in Hospitality (Operations) is the qualification for a concierge. You can specialise through electives in whatever best meets your job needs.

The Certificate II in Hospitality (Operations) is the entry-level qualification which provides the basic skills to work as a porter

The Certificate III in Hospitality (Operations) is the certificate for a qualified concierge

Employment opportunities

Porters and concierges are mainly employed in the larger international standard hotels, so available jobs tend to be in capital cities and regional centres that cater to large numbers of tourists.

There are only a limited number of job openings in this occupation, although once you gain a position there are good career opportunities in the tourism and hospitality industries. Experienced porters and concierges may eventually be promoted to duty managers or front office managers.

For more information

Career Gateway www.careergateway.serviceskills.com.au	Career Gateway helps parents and career advisors, employers and students with career information
Australian Job Outlook www.jobsearch.gov.au	Australian government website that provides information on job prospects, weekly earnings, type of work and other useful occupational information.
Wagenet www.wagenet.gov.au	The aim of this site is to help you find information about wages and conditions of employment.
Year 12 What Next? www.year12whatnext.gov.au	Australian government website designed to help Year 12 students plan their post school education and training
My Future www.myfuture.edu.au	Australian government website containing comprehensive career information.
My Hospitality www.myhospitality.com.au	Free Australian hospitality industry and trade directory, employment provider and information source