

FALLON & BYRNE

Concierge

Fallon & Byrne is Dublin's premier food destination and home to our bustling Foodhall, Wine Cellar, Dining Room and The Exchange. Fallon & Byrne is renowned for its dedication to quality, exceptional customer experiences and building community through food. With over 160 employees, we are committed to fostering a supportive and vibrant workplace culture that reflects our values of excellence, empathy, innovation, integrity and authenticity.

Fallon & Byrne is looking for a dedicated and personable Concierge to join our dynamic team at our multistorey hospitality venue. As the first point of contact for guests, this pivotal role involves managing guest experiences across our diverse offerings, including the Dining Room, Wine Cellar, and The Exchange. You will also assist with various services throughout the venue. The ideal candidate will excel in delivering exceptional service, possess in-depth knowledge of our amenities and offerings, and be adept at handling guest inquiries and special requests with professionalism and warmth.

Key Responsibilities:

- **Guest Assistance:** Warmly greet guests upon arrival and assist with any queries. Provide comprehensive information about Fallon & Byrne's facilities to ensure a smooth and pleasant first impression.
- **Reservation Management:** Handle reservations and walk-ins for The Dining Room and Wine Cellar, ensuring accurate communication of details to both guests and restaurants. Maintain awareness of events taking place within the building and direct guests to the appropriate venue.
- **Menus:** Ensure that menus for both restaurants are updated with seasonal changes and pricing. Ensure menus are available in relevant languages.
- **Departmental Coordination:** Direct guest enquiries to the appropriate departments, including Events, Hampers, Online and Off-Site Catering. Provide accurate information and facilitate communication between guests and relevant departments.
- **Food Hall Assistance:** Assist walk-in clients in the Food Hall, including supporting product tastings and tour guides, and providing information about our offerings. Maintain a welcoming environment and address any questions or requests promptly.
- **Local Knowledge:** Stay informed about local attractions, events, and services to offer insightful recommendations based on guests' preferences.
- **Problem Solving:** Address and resolve guest complaints or issues professionally and efficiently. Escalate complex matters to the appropriate department or management as necessary.
- **Administrative Duties:** Maintain and organise the concierge desk area, ensuring it is presentable and well-stocked with relevant materials. Keep detailed records of guest interactions and

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requests, and prepare end-of-day reports including walk-in conversions, tour guide interactions, and other relevant data.

- **Collaboration:** Work closely with other team members and departments to ensure a coordinated approach to guest service. Communicate guest preferences and special requests to relevant staff.
- Along with other reasonable duties which may be assigned from time to time.

The Person

- Previous experience in a concierge or guest services role, ideally within a large hospitality venue, hotel, or similar environment.
- Outstanding interpersonal and communication skills, with a warm and approachable manner.
- Enthusiastic, friendly, and professional, with a strong desire to create memorable experiences for guests.
- Excellent organisational abilities, with keen attention to detail and the capability to manage multiple tasks and priorities simultaneously.
- Proven ability to handle guest complaints and special requests with creativity and professionalism.
- Willingness to work flexible days, including weekends and holidays as required. Regular hours are from 12pm to 8:30pm, with variations during busy periods and the Christmas season.
- Proficiency in using relevant software and applications.
- You're passionate about what you do and bring your authentic self to work everyday
- You're innovative in your approach to your role and not afraid to think outside the box
- You're an empathetic leader, with the ability to inspire others
- You combine analytical and methodical thinking with high attention to detail and a solution-focused approach
- You have a high standard of integrity, with sound judgement and a commitment to excellence

Working with Fallon & Byrne

At Fallon & Byrne we are committed to surpassing our customers expectations. By joining our team, you will be part of a supportive and inspiring environment designed to help you achieve your best work. We offer abundant opportunities and the support needed to build an exceptional career across our diverse business specialisms.

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What we offer

In return for your dedication, you will receive an excellent benefits package, including;

- €14 hourly rate
- Generous commission structure
- The opportunity to work with a growing organisation with a growth mindset and a strong, dynamic leadership team
- The ability to move and grow within the business as it grows
- Opportunities for professional development
- A fun working environment with a great team around you
- Wellness programme
- Generous discounts on purchases in The Dining Room, Wine Cellar and Food Hall
- Subsidised meals on shift
- Company events and social gatherings

Fallon & Byrne is an equal opportunities employer. We believe that the values of our people set us apart. We celebrate diversity, champion equality and promote inclusion in our approach to everything we do. We welcome applicants from all backgrounds, cultures, tastes and experiences. Your individuality is our strength.