



Guest Relations Course

Option

Other types of Concierge

Course description

BRAINSTORMING: OTHER TYPES OF CONCIERGE

GROUP PRESENTATIONS





Brainstorming

What other types of Concierges do you know ?

Other types of Concierge

1. Corporate Concierge
2. E-Concierge
3. Residence / apartment Concierge
4. Shopping mall Concierge
5. Robot services



Group work: Presentation

1. Research

2. Create the presentation

- 1) 5 slides minimum
- 2) 5 minutes presentation

3. Practice



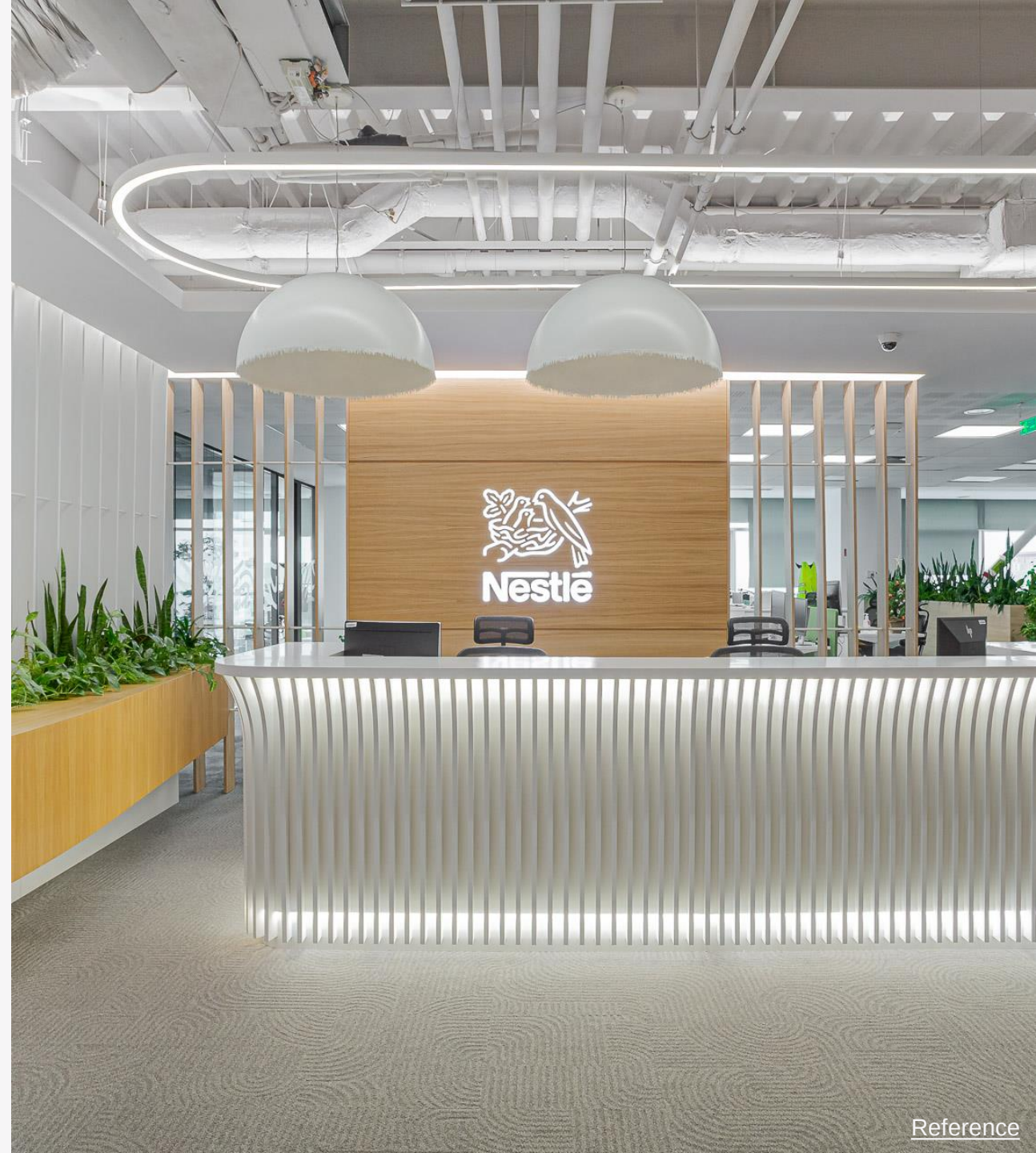
Corporate Concierge

Where do we find them ?



Corporate Concierge Services

- **Dry cleaning**
- **Vehicles cleaning**
- **Personal shopping**
- **Flowers delivery**
- **Gifts**
- **Childcare, babysitting**
- **Travel planning**
- **Event planning**



Corporate Concierge

Benefits – luxury services

EMPLOYEE

- Less stress
- Higher morale
- Better productivity
- Better free time quality

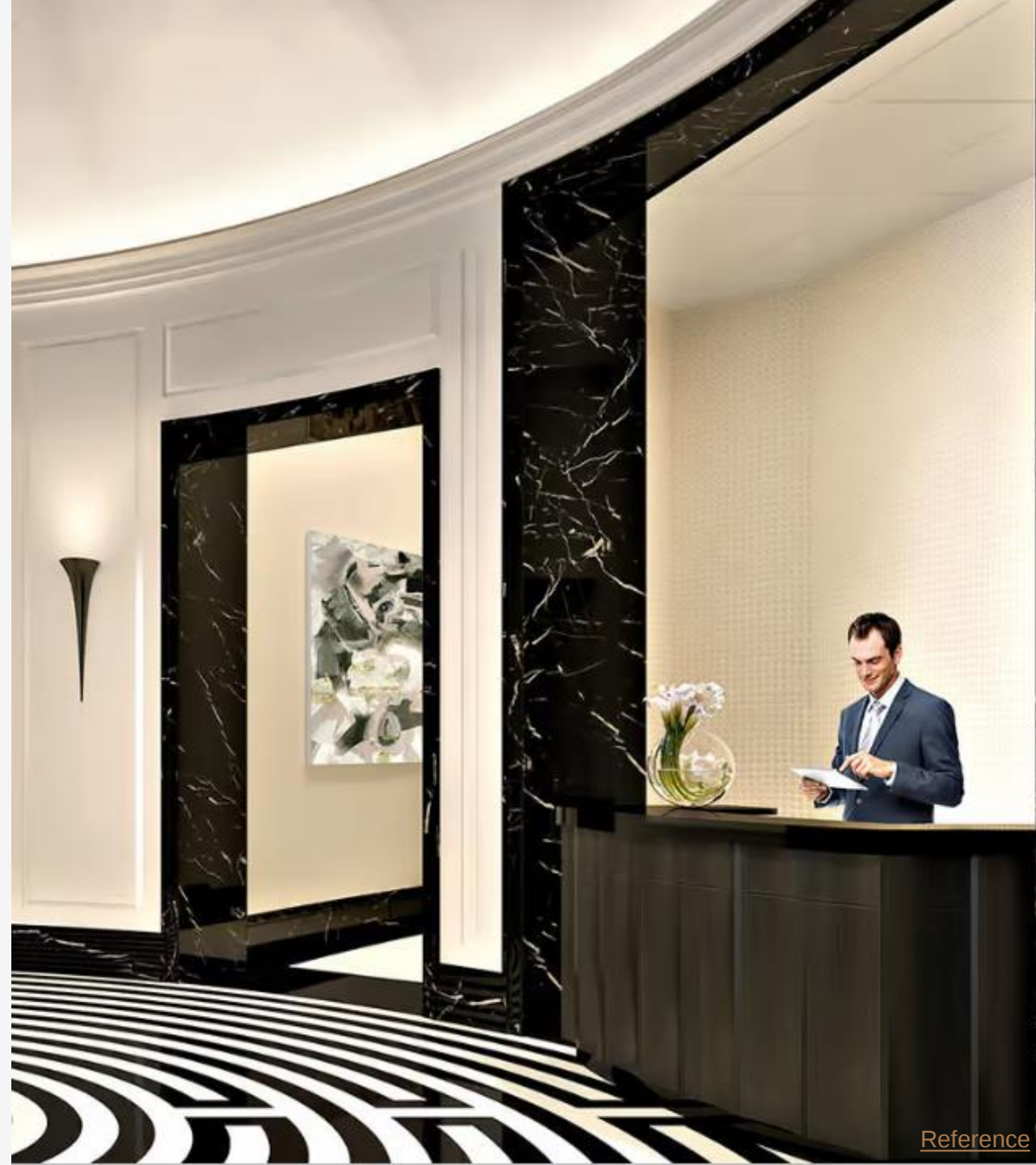
COMPANY

- Increase productivity
- Lower turnover rates
- Better team spirit
- Increase employee loyalty

Residence Concierge

Services

- Greeting residents
- Scheduling moving days
- Handling deliveries
- Monitoring security cameras
- Reservations
- Transportation assistance
- Event planning
- Pet / plants care assistance
- Maintenance assistance



Residence Concierge

Benefits

RESIDENTS

- Added value
- Reinforced security
- Reservation services
- Maintenance services
- More free time
- Exclusive access

BUILDING

- Added value
- Better security
- High-profile residents

E-Concierge



Bookings

- The guest can book a table in the restaurant, a spa treatment, an additional room or any other service straight from their own device.



Flight Departures and Arrivals

- The guest can book a flight, obtain information on arrivals and departures schedule, and track the position of any flight, directly from the app and the in-room tablet.



In-Room Dining

- The guest can view menus, order from their own device and have the meals and beverages served in his room.



Room Services

- The hotel can receive concierge requests straight on the platform, while the guest can add a personalised detailed message, and be informed with a notification when it is all ready.



Points of Interest

- The guest can discover attractions and points of interest around the hotel, on an interactive map guide into the destination.



Airport Shuttle

- The guest can send a request for an airport pick-up and drop-off shuttle service, prior to arrival, via the app.

E-Concierge

Benefits

- Added value to Concierge Services
- Availability 24/7, everywhere
- Availability prior arrival and post departure



Shopping mall Concierge

- What is the difference between an information point and a shopping mall Concierge ?



Where do we find them ?

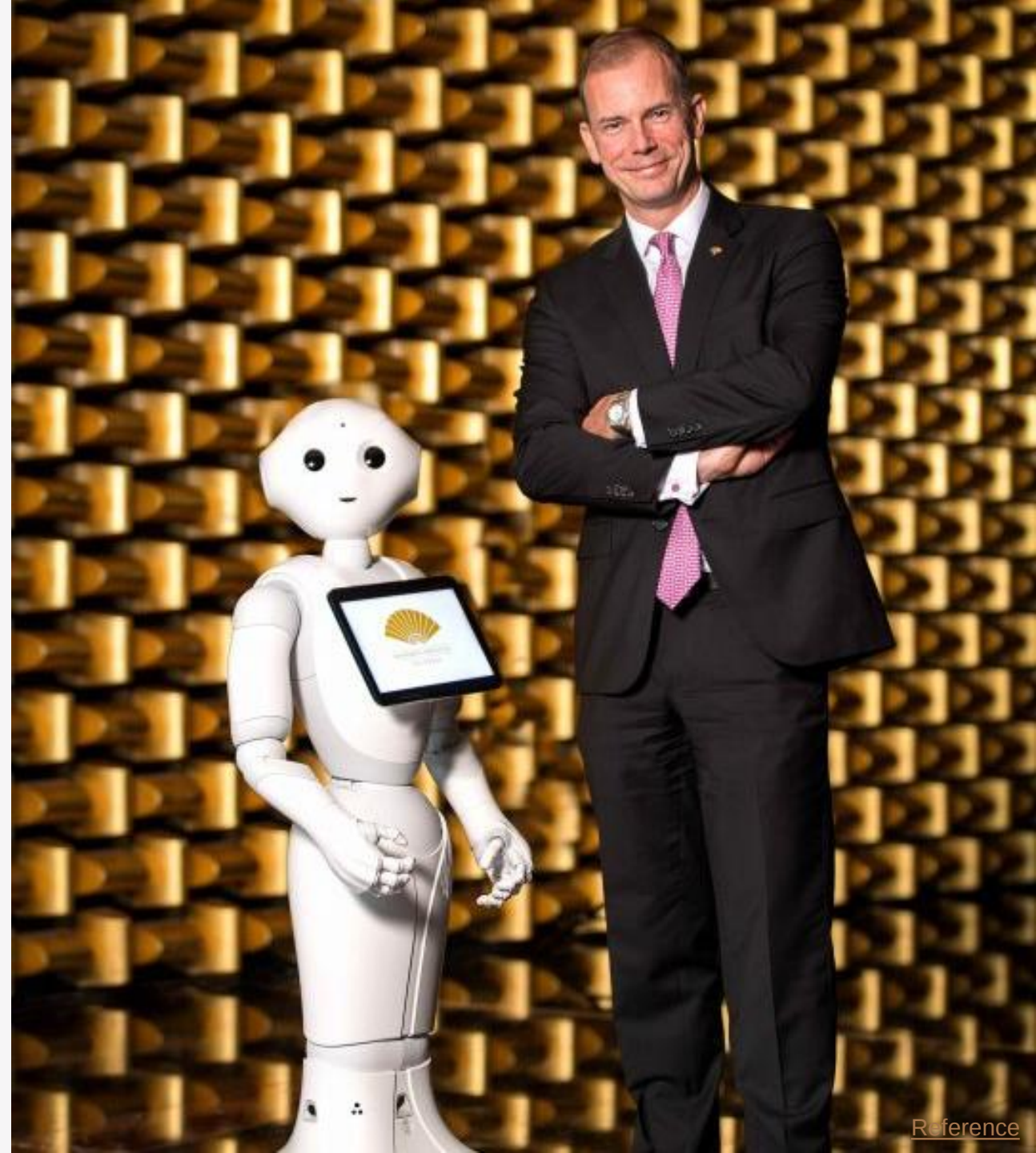
Shopping mall Concierge

- **Galleries Lafayette, Paris**
- **Emporio Delhi Mall, India**
- **Other malls in the US, Dubai, Singapore, etc.**
- **Fashion shows**
- **Fashion weeks**



Robot Services

- Concierge
- Butler
- Bellboy
- Room service attendant
- Front Desk Agent



Robot Services

Concierge at Hilton

Meet Connie Hilton



Video



Robot Services

Room Service Butler

Botlr at Aloft Hotel, Cupertino



Video



Reference

Robot Services

Bellboy

Bell attendant at Sheraton Los Angeles



Video



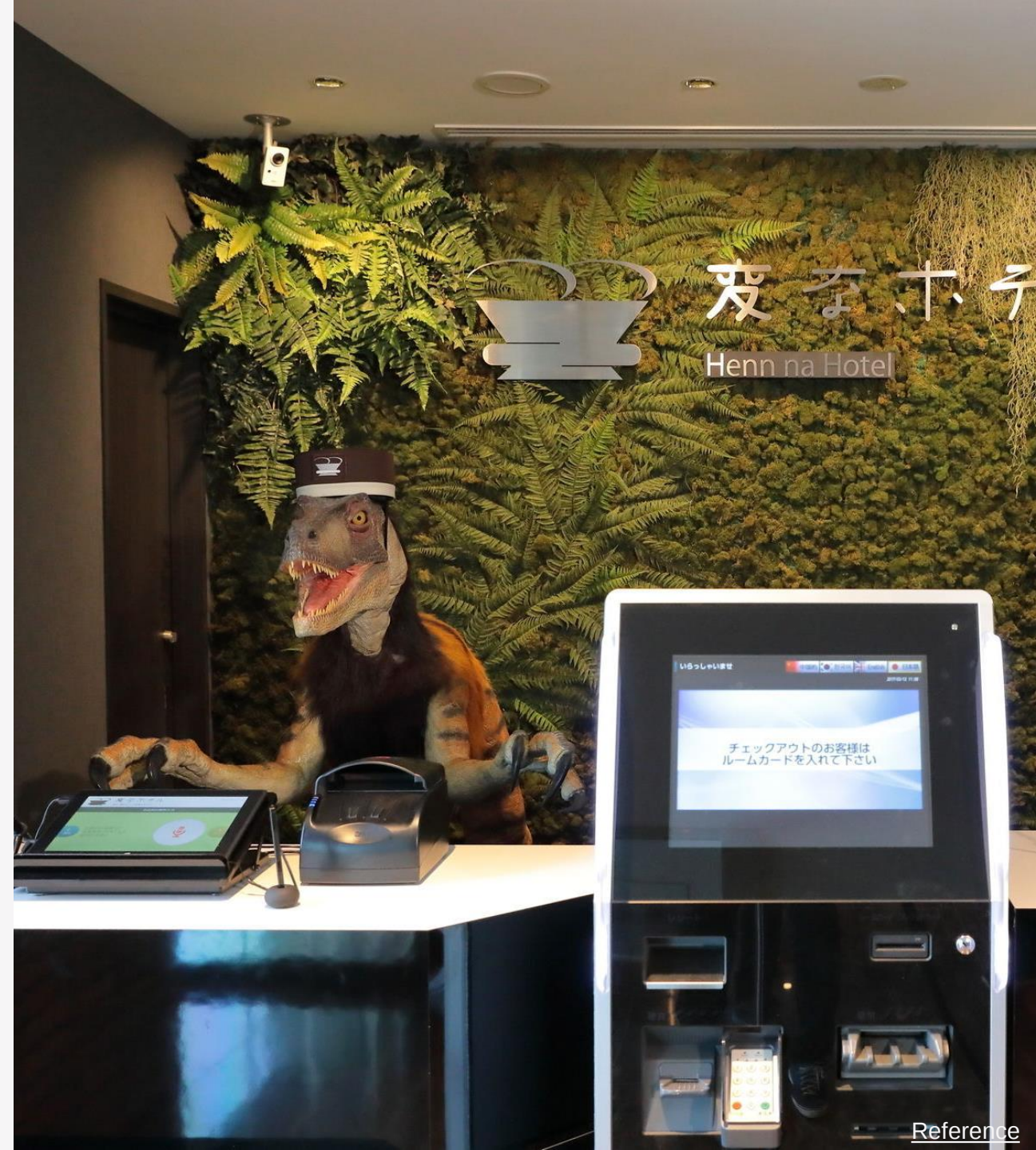
Robot Services

Front Desk Agent

Receptionist at Henn Na Hotel, Japan



[Video](#)



[Reference](#)



What is your opinion about robots
in the hospitality industry ?



Thank you

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