

Concierge

The Partner Standard

Five steps for choosing, briefing and checking the drivers, guides and boat crews the desk sends guests to. To the guest, every one of them works for the hotel.

Who	When	You need
Head concierge, with the concierge on duty	Before a partner is added, before every job and after every job	The partner file, licence and insurance copies, the job sheet

Measured by Licence and insurance on file, in date · Job sheet sent 24 hours before · Guest feedback logged after every job

1 Vet

Before a partner takes a first guest, file a copy of their licence and insurance, check two references, and have someone from the desk take the tour or ride as a paying guest. Review each partner yearly.

"Marco Boats: licence to 2027, insurance to March, ride taken 3 Sept by G. Russo. Approved for up to 8 guests."

Common mistake Adding a guide because one guest liked them. One good afternoon is not a record, and the hotel's name is on the next one.

2 Brief

Send a written job sheet 24 hours ahead: guest name and how to say it, party size, meeting point and time, language, any mobility or dietary needs, and the occasion. Ask for a reply.

"Mr Al-Harbi (al-HAR-bee), 3 adults, lobby 09:00, English, no stairs please. Stop for prayer near 12:30."

Common mistake Briefing by phone only. The driver remembers the time and forgets the wheelchair.

3 Set the rules

Agree four rules with every partner in writing: arrive 10 minutes early, meet the guest by name, keep the car or boat clean, and call the desk, not the guest, if anything changes on the day.

"If you are running even five minutes late, call the desk first. We'll speak to the guest."

Common mistake Letting the partner message the guest directly. Plans change without the desk knowing, and you hear about it at checkout.

4 Check on the day

At the meeting time, the concierge on duty confirms the partner has arrived, in person or by a call. On a full-day job, one message to the guest around midday is enough, never more.

"Mrs Tanaka, I hope the morning in the vineyards is going well. Is there anything you need from us?"

Common mistake Assuming the driver turned up because nobody called. The guest has waited in the lobby for 15 minutes, too polite to ask.

5 Debrief

Within 24 hours, ask the guest about the partner and log it in the partner file. Pass praise on to the partner that week. After two weak reports in a season, pause their jobs and meet them.

"Marco Boats, 14 Oct, Tanaka: on time, boat clean, skipper spoke little English. Brief on language next time."

Common mistake Keeping complaints from the partner to keep things friendly. They never learn, and the next guest gets the same day.

What the Partner File Holds

Fourteen things the desk keeps on every driver, guide and boat operator. A partner with a gap in the file gets no guests until it is filled.

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| ☐ Company name, owner and a 24-hour phone | ☐ Access for wheelchairs and pushchairs |
| ☐ Licence number and expiry date | ☐ Child seats available, and which sizes |
| ☐ Insurance certificate and expiry date | ☐ This season's prices, in writing |
| ☐ Two references from other hotels or clients | ☐ Any commission, agreed in writing with the hotel |
| ☐ Date the desk last took the service as a guest | ☐ Cancellation terms for the guest and the hotel |
| ☐ Cars or boats, with seats and plate numbers | ☐ Feedback from the last five jobs |
| ☐ Languages each driver or guide speaks | ☐ Date of the next yearly review |

How to use this with your team

The head concierge checks two partner files a day for one week, starting with the partners used most. Anything missing or out of date gets an owner and a date at the next briefing. Repeat every January.

Part of the DolceVita Standards Library: free operating standards for every department of the hotel, at dolcevitahospitality.com/free-resources.