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Concierge Post – IBM Recruitment 2023 In Bengaluru, Bellandur

Hiring organization
IBM

Job Location

Bellandur, 560103, Bengaluru, Karnatka, India

Date posted
May 31, 2023

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Valid through
31.12.2023

Base Salary

USD 17,500 - USD 24,500

APPLY NOW

Qualifications

Graduate

Employment Type

Full-time

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Description

IBM Recruitment 2023

Job Title: Concierge

Company: IBM Recruitment

Location: Bengaluru, Bellandur

Job Summary: IBM Recruitment is seeking a friendly and service-oriented individual to join our team as a Concierge. As a Concierge, you will be responsible for providing exceptional customer service and assistance to employees and visitors. This position requires excellent communication skills, a professional demeanor, and the ability to handle various tasks simultaneously.

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Responsibilities:

1. Customer Service: Greet and welcome employees, clients, and visitors in a courteous and friendly manner. Provide a positive first impression and ensure a warm and welcoming atmosphere.
2. Assistance and Information: Respond to inquiries and provide accurate information regarding the company, office facilities, amenities, and nearby services. Assist visitors with directions and other relevant information.
3. Visitor Management: Register visitors, issue visitor badges, and maintain

accurate records of visitor details. Ensure compliance with security protocols and monitor access to the premises.

4. **Reservation and Coordination:** Manage conference room bookings, scheduling, and coordination. Assist with setting up audiovisual equipment and ensuring a seamless meeting experience.
5. **Travel and Accommodation:** Provide support for travel arrangements, including booking flights, transportation, and accommodations. Assist employees and guests with travel-related queries and arrangements.
6. **Administrative Support:** Assist with general administrative tasks, including receiving and sorting mail, managing couriers, and handling telephone calls. Provide administrative support to various departments as needed.
7. **Problem Resolution:** Address and resolve customer concerns or issues in a timely and professional manner. Escalate complex matters to the appropriate department or supervisor when necessary.
8. **Relationship Building:** Build and maintain positive relationships with employees, clients, and visitors. Foster a customer-centric culture and ensure a high level of customer satisfaction.
9. **Safety and Security:** Monitor and maintain a safe and secure environment by adhering to company policies and procedures. Report any security incidents or concerns to the appropriate authorities.
10. **Continuous Improvement:** Identify opportunities for process improvements and customer service enhancements. Share feedback and suggestions with the management team to enhance the concierge services.

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IBM Careers

Requirements:

- Excellent communication and interpersonal skills.
- Professional appearance and demeanor.
- Strong customer service orientation and problem-solving skills.
- Ability to multitask and prioritize tasks effectively.
- Proficiency in using Microsoft Office applications.
- Knowledge of office procedures and equipment.
- Familiarity with reservation systems and travel booking platforms.
- Ability to work in a fast-paced and dynamic environment.
- Attention to detail and accuracy.

Important Links

Find the Link in [Apply Now](#) Button

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