

Concierges

SOC: 39-6012 • Career Profile Report

■ Key Facts

\$37,320

Median Salary

45,600

Employment

+2.0%

Growth Rate

■ Requirements & Salary Range

Education: High school diploma

■ Automation Risk Assessment

Medium Risk - 32.0% probability of being automated in the next 10-20 years.

This job has some routine elements but still requires human judgment and interaction.

■ Work-Life Balance

8.7/10 - Excellent work-life balance

■ Personality Fit (RIASEC)

Higher scores indicate better personality fit for this career type.

Realistic	5.6/10	Investigative	4.6/10
Artistic	6.6/10	Social	8.8/10
Enterprising	5.6/10	Conventional	5.4/10

■ Top Skills Required

Communication skills, Customer-service skills, Interpersonal skills, Organizational skills, Problem-solving skills

✓ Strengths

- High Demand
- Flexible Work
- Continuous Learning

■ Challenges

- Burnout Risk
- Rapid Technological Change

■ What They Do

Concierges typically perform the following tasks: • Provide information about local features, such as shopping, dining, nightlife, or recreational destinations. • Make reservations for patrons, such as for dinner, spa treatments, or golf tee times, and obtain tickets to special events. • Provide directions to guests. • Order flowers for guests. • Make travel arrangements for sightseeing or other tours. • Pick up and deliver items or run errands for guests. • Plan special events, parties, or meetings, which may include booking musicians or celebrities. • Book airline or train tickets, reserve rental cars, or arrange shuttle service for guests. • Arrange childcare services for guests. • Carry out unusual requests, such as searching for hard-to-find items or arranging for exotic services, such as hot-air balloon rides. • Assist guests with special needs by providing equipment such as wheelchairs. • Receive, store, or deliver luggage or mail. • Perform office duties on a temporary basis when needed. • Arrange for the replacement of items lost by travelers. • Provide business services for guests, such as sending or receiving faxes or shipping packages. • Arrange for interpreters or translators when patrons require such services. • Provide food and beverage services to guests. • Clean and tidy hotel lounge.

*Generated by StartRight • Data from U.S. Bureau of Labor Statistics & O*NET*

Source: <https://www.bls.gov/ooh/personal-care-and-service/concierges.htm>