

VIATION

CONCIERGE

The Concierge

Tradition, Obsolescence and Innovation in Tourism



What is a concierge?

- Hotel employee
- Luxury service
- First contact with customers
- Gives advice
- Takes reservation
- Empathy & communication skills

- Private VS Hotel



Replaced by technology

- Software to support concierge
- Virtual concierges
- Robots

- Controversy



Future of the profession

- Very specialised
- In other fields
 - Malls
 - Companies
- Other services
 - Babysitting
 - Grocery delivery



Sources

https://www.google.ch/search?q=concierge+hotel&source=lnms&tbm=isch&sa=X&ved=0ahUKEwiJr8i6laffAhWK1ywKHdQBARwQ_AUIDigB&biw=1280&bih=571#imgrc=tW06dEDY--o1KM:

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