

Concierge Service Conduct Expectations

Date: [Insert Date]

To: [Insert Employee Name]

Subject: Conduct Expectations for Concierge Services

Dear [Employee Name],

As a valued member of our concierge team, it is essential to uphold the highest standards of conduct while delivering exceptional service to our clients. Please find below the expectations that are critical to our operation:

- Maintain professionalism in all interactions with clients and colleagues.
- Exhibit a positive attitude and demonstrate a commitment to excellent customer service.
- Ensure confidentiality and discretion in handling client information.
- Respond promptly to client requests and inquiries.
- Demonstrate teamwork and support fellow staff members.
- Uphold company policies and procedures at all times.
- Continuously seek opportunities for improvement and personal development.

Please acknowledge receipt of this letter and confirm your understanding of the expectations outlined. We appreciate your dedication to providing outstanding service.

Sincerely,

[Your Name]

[Your Position]

[Company Name]