avaHR

Concierge Candidate Scorecard

Score every candidate against the same questions and criteria

CANDIDATE	INTERVIEWER	DATE	STAGE

INTERVIEW QUESTIONS · CONCIERGE

1	How would you handle a situation where a guest is dissatisfied with a service or recommendation you provided?	① ② ③ ④ ⑤	
2	If a guest wanted an authentic local experience, which places or activities would you recommend in our area?	① ② ③ ④ ⑤	
3	Describe a time when a guest made a last-minute or unusual request. How did you manage it?	① ② ③ ④ ⑤	
4	How do you handle situations where multiple guests approach you with urgent requests simultaneously?	① ② ③ ④ ⑤	
5	How do you cater to guests from diverse cultural backgrounds and ensure their comfort?	① ② ③ ④ ⑤	
6	Can you share an instance where you went above and beyond to personalize a guest's experience?	① ② ③ ④ ⑤	
7	How do you establish and maintain relationships with local businesses and service providers to benefit our guests?	① ② ③ ④ ⑤	
8	Describe a situation where you had to handle an emergency or a guest crisis. What steps did you take, and what was the outcome?	① ② ③ ④ ⑤	
9	The hospitality industry is ever-evolving. How do you stay updated with the latest trends and offerings in the area?	① ② ③ ④ ⑤	
10	In your opinion, what is the most crucial role of a Concierge in a hotel or luxury residence, and how do you ensure you excel in that role?	① ② ③ ④ ⑤	

OVERALL ASSESSMENT

CRITERIA	SCORE (1–5)	NOTES
Educational Background Appropriate qualifications or training for the position.	① ② ③ ④ ⑤	
Prior Work Experience Skills or qualifications acquired through past work.	① ② ③ ④ ⑤	
Qualifications / Experience The technical skills the position actually needs.	① ② ③ ④ ⑤	
Problem Solving Abilities Demonstrated critical problem-solving.	① ② ③ ④ ⑤	

CRITERIA	SCORE (1–5)	NOTES
Communication Team building and communication skills.	① ② ③ ④ ⑤	
Organizational Fit Would this hire steer the organization the right way?	① ② ③ ④ ⑤	
Directional Fit A step forward, or backward, in their career?	① ② ③ ④ ⑤	

RECOMMENDATION

☐ Advance ☐ Hold ☐ Decline

1 = well below the bar · 3 = meets it · 5 = clearly above it

AvaHR — hiring software for teams without a recruiter

Use the same scorecard for every candidate in this role.