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course is an online learning program with suggested readings from the textbook (FabJob Guide to Become a Personal Concierge). This course is self directed, which means you may study and Page 29/51

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This corporate
concierge
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- Kora
A Concierge acts
as front of
house staff for
Page 35/51

a hotel, office or apartment building, and are often the first point of contact quests have. There is no request too large or too small for a good concierge to handle, and their primary job is to Page 36/51

provide all guests with the best customer service experience possible.

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a special need,
they turn to
you, the
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