

## Lead Concierge Certification – Proficiency Checklist

### Instructions:

- **Lead Concierge:** Mark the checkbox for each item when *you* feel confident in *your* knowledge of/ability to execute
- **General Manager:** Mark the checkbox for each proficiency when *you* *Lead Concierge* demonstrates knowledge of/ability to execute

Cast			
	Resources	LC	GM
Utilize Workday to open and manage job requisitions	<ul style="list-style-type: none"> <li>• <a href="#">Workday Job Requisitions</a></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
Execute Life Time Casting Play	<ul style="list-style-type: none"> <li>• <a href="#">Casting Play</a></li> <li>• <a href="#">Club Performer Interview Guide</a></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>

Certify			
	Resources	LC	GM
Register TMs for Certifications when ready	<ul style="list-style-type: none"> <li>• <a href="#">MC Levels Certification Registration</a></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
Teach TMs Concierge business protocols, grow program knowledge and performer network, and develop active listening and solutions skills	<ul style="list-style-type: none"> <li>• <a href="#">Service Excellence Resource Folder</a></li> <li>• <a href="#">HWOL Ambassador Resource Folder</a></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
Assess TMs proficiencies	<ul style="list-style-type: none"> <li>• <a href="#">Service Excellence Proficiencies</a></li> <li>• <a href="#">Service Excellence Rubrics</a></li> <li>• <a href="#">HWOL Ambassador Proficiencies</a></li> <li>• <a href="#">HWOL Ambassador Rubrics</a></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
Certify TMs	<ul style="list-style-type: none"> <li>• <a href="#">Service Excellence Certified Acknowledgement</a></li> <li>• <a href="#">HWOL Ambassador Certified Acknowledgement</a></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
Process Job Change in Workday for TMs leveling up	<ul style="list-style-type: none"> <li>• <a href="#">Workday Job Change Resources</a></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>

Lead			
	Resources	LC	GM
Lead by example: orchestrate/engage in member & guest interaction flow		<input type="checkbox"/>	<input type="checkbox"/>
Provide TMs with real time feedback and coaching	<ul style="list-style-type: none"> <li>• LTU Leader Certification</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>

### Scheduling & Timekeeping

	Resources	LC	GM
Build monthly schedule in Workday optimized to efficiently deliver service excellence	<ul style="list-style-type: none"> <li><a href="#">Scheduling Resources</a></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
Track timeclock compliance in Workday		<input type="checkbox"/>	<input type="checkbox"/>

### Internal Communication

	Resources	LC	GM
Utilize Concierge SharePoint to access Concierge SOPs & resources	<ul style="list-style-type: none"> <li><a href="#">Concierge SharePoint</a></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
Utilize LT Grid to stay up to date on Concierge communication		<input type="checkbox"/>	<input type="checkbox"/>

### Member Communication

	Resources	LC	GM
Delegate/engage in incoming multi-channel communication	<ul style="list-style-type: none"> <li><a href="#">Concierge Shared Inbox Resources</a></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
Manage Sprinklr to follow up on member feedback	<ul style="list-style-type: none"> <li><a href="#">Sprinklr Resources</a></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
Manage Medallia to follow up on member feedback	<ul style="list-style-type: none"> <li><a href="#">Medallia Resources</a></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
Keep club website up to date with club and department hours	<ul style="list-style-type: none"> <li><a href="#">Hours &amp; Notifications Management</a></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>

### Club Administration

	Resources	LC	GM
Manage club tour schedule to maximize availability	<ul style="list-style-type: none"> <li><a href="#">Club Tour Schedule Resources</a></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
Use Daily System Inspections to keep spaces like new	<ul style="list-style-type: none"> <li><a href="#">Daily Systems Inspections</a></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
Utilize Workday requisitions to order office supplies for club	<ul style="list-style-type: none"> <li><a href="#">Concierge Ordering Process</a></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
Utilize FedEx ordering for club signage, etc.	<ul style="list-style-type: none"> <li><a href="#">Creating a Shipment &amp; Ordering via FedEx</a></li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>