L / R

Hospitality Training Specialist

Thoughtful Service, Naturally.

ROLE	WORK SETTING	SCHEDULE
HTS	Multifamily communities	Varies by training needs

THE OPPORTUNITY

Help concierges put The Lobby Standard into practice by leading onboarding, hands-on training, and coaching for residential front-desk assignments.

WHAT YOU WILL DO

- Lead onboarding and refresher sessions on resident service, communication, and community procedures.
- Use role-play to practice guest arrivals, service requests, shift handoffs, and difficult conversations.
- Adapt guides and job aids to property-specific procedures and approved service expectations.
- Give learners actionable feedback and share coaching priorities with operations leaders.
- Plan training around community launches and staffing needs in coordination with operations.
- Document completed training and identify skills to practice before independent desk coverage.

WHAT YOU BRING

- Experience facilitating training or coaching in hospitality, residential services, or a comparable customer-facing setting.
- Ability to explain procedures clearly, lead realistic practice, and give constructive feedback.
- Strong organization and attention to detail when preparing materials and documenting progress.
- Comfort adjusting instruction to different experience levels and learning needs.

HOW SUCCESS SHOWS UP

- Concierges can demonstrate key front-desk procedures before assignment.
- Training records and follow-up coaching needs are clear to operations.
- Training materials reflect how each community operates day to day.

THE LOBBY STANDARD

People Who Care. Prepared to Serve. Professional Presence. Community Ready.

TRAINING AND READINESS

Selected team members complete The Welcome, role-specific preparation, required compliance learning, and a Property Ready milestone before assignment. All employment offers are contingent on required screening, including a criminal background check.

HOW TO EXPRESS INTEREST

Email **welcome@lobbyandrow.com** with the role title in the subject line and include a current resume or a brief summary of relevant experience.

Lobby & Row is committed to a respectful and inclusive workplace. Employment decisions are based on role requirements, qualifications, performance, and business needs, without unlawful discrimination.

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