

Hotel Teatro Position Description

Position: Overnight Bellman/Valet	Department: Guest Services
Status: Non-exempt	Reports to: Front Office Management Team

Position Summary:

The primary duties of the door person are to coordinate the flow of the front of the hotel, greet guests/vehicles as they arrive to/depart from hotel, and accommodate guests during their stay in a pleasant and efficient manner. Park and retrieve guest valet vehicles as requested in a safe manner.

Essential Functions of the Job:

- Approaches all encounters with guests and employees in a friendly, professional, and service-oriented manner.
- Greets guests in a pleasant manner.
- Escorts guests to the reception desk.
- Loads and unloads luggage carts.
- Loads and unloads hotel vehicle with luggage.
- Shows guestrooms and suites as needed.
- Escorts guests to rooms when requested.
- Checks and stores luggage for arrivals and departures.
- Answers the telephone in a polite and courteous manner to assist guests and other hotel team members as necessary.
- Provides information, maps, and directions as required.
- Opens and closes vehicle doors for arriving and departing guests.
- Exhibits extensive knowledge of Hotel Teatro's facilities, amenities, and services.
- Handles guest's requests without transferring guest calls to other areas.
- Makes manager aware of any guest's comments or complaints.
- Performs any other job related task as directed by the management.
- Issues valet parking tickets for arriving guests as necessary.
- Park and retrieve valet vehicles in a safe manner according to the Vehicle Driving Policy.
- Remains posted at front door at all times.
- Facilitates line up of on-coming shift to ensure proper communication of events.
- Accepts, prepares and delivers In-Room Dining (IRD) orders as requested by guests.
- Accurately accounts for IRD orders in Micros POS
- Assists security with handling challenging guests as needed.
- Ensure cleanliness of the Front Drive, bell stand area and interior lobby.

Additional Job Duties:

- Maintains current listing of local and area attractions, special events and activities.
- Maintains list of local transportation guides, churches, sport arenas, etc.
- Reports to work in a neatly groomed and acceptable manner as outlined in the employee handbook and Uniform and Dress Code Standards.

- Reports to shift on time as scheduled. Follows proper procedures to report tardiness or absences as outlined in the employee handbook.
- Maintains regular attendance in compliance with Hotel Teatro standards, as required by scheduling, which will vary according to the needs of the hotel.
- Enforces and complies with all policies and procedures for the Guest Services department and Hotel Teatro.

Physical requirements of the position include:

- Ability to work occasional long hours.
- Ability to exert up to 100 pounds of force occasionally, and/or 50 pounds of force frequently, and/or up to 20 pounds to force constantly to lift, carry, push, pull or otherwise move objects.
- Ability to work entire shift standing.
- Ability to drive both manual and automatic transmission vehicles.

Education, Experience, Skills:

- High School Diploma or equivalent preferred.
- Six months to 1 year related experience preferred.
- Clean driving record required.
- Good command of English language required.

Employee's Signature

Date

Manager's Signature

Date

HR Initials