

PERDIDO BEACH RESORT
Position Description

Position Title: **Podium Attendant**

Department: Bellstand

Reports to: Guest Services Manager

FLSA Designation: Non-Exempt

Tip Status: Non-Tipped Position

Date Written/Revised: 10/30/18

POSITION PURPOSE: To deploy Bellstand personnel in a manner that services guests' needs most efficiently.

EXAMPLES OF DUTIES:

ESSENTIAL FUNCTIONS:

- Direct and coordinate the Bellstand work flow.
- Communicate parking procedures to guests/visitors.
- Greet guests and inform them of property amenities, services, hours of operation, function locations and hours, as well as local areas of interest.
- Open entrance doors and assist guests/visitors entering and leaving property.
- Supply guests with directions.
- Arrange transportation (e.g., taxi cab, shuttle) for guests/visitors, and record advance transportation request as needed.
- Communicate effectively both verbally and in writing to provide clear direction to staff. Read correspondence, advise and direct staff in accordance to information obtained.
- Listen and respond to guest inquiries using a positive, clear speaking voice. Answer questions and offer assistance giving accurate information regarding outlet hours, other hotel services, directions to local attractions or function rooms, car rentals, air line shuttle service, etc.
- Perform other reasonable job duties as requested by management.

Other:

Regular attendance in conformance with the standards, which may be established by the Resort from time to time, is essential to the successful performance of this position. Employees with irregular attendance will be subject to disciplinary action, up to and including termination of employment.

Due to the cyclical nature of the hospitality industry, employees may be required to work varying schedules to reflect the business needs of the hotel.

Upon employment, all employees are required to fully comply with Resort rules and regulations for the safe and efficient operation of hotel facilities. Employees who violate Resort rules and regulations will be subject to disciplinary action, up to and including termination of employment.

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SUPPORTIVE FUNCTIONS:

In addition to performance of the essential functions, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the supervisor based upon the particular requirements of the hotel.

- Clean and polish carts and other equipment used in the department.
- Answer the Bellstand desk phone and provide information as needed.
- Maintain a clean, orderly appearance of the main hotel entrance, inside and out.
- Follow all company and safety and security policies and procedures.
- Report any maintenance problems, safety hazards, accidents, or injuries.
- Support all co-workers and treat them with dignity and respect.
- Develop and maintain positive working relationships with others.
- Support team to reach common goals.
- Comply with quality assurance expectations and standards.

SPECIFIC JOB KNOWLEDGE, SKILL AND ABILITY

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using a combination of skills and abilities.

- Thorough knowledge of Bellstand department operations, and individual job requirements.
- Excellent written, verbal, and organizational skills required.
- Ability to assist in resolution of guest and employee conflicts.
- Ability to listen effectively and write English clearly to communicate with guests and coworkers.

QUALIFICATION STANDARDS

Education:

No minimum education requirement

Experience:

Minimum two years' experience in customer service position.

Grooming:

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All employees must maintain a neat, clean and well-groomed appearance (specific standards available).

Other:

Additional language ability preferred.

Employee Signature: _____ Date: _____