

# PERDIDO BEACH RESORT

## Position Description

Position Title: **Valet/Bellperson**

Department: **Guest Services**

Reports to: **Front Desk Manager, Lead Concierge, Bell Captain**

FLSA Designation: **Nonexempt**

Date Written/Revised: **04/02/2008**

**POSITION PURPOSE:** Represent the hotel at the main entrances by greeting arriving and departing guests enthusiastically. Park/retrieve guest vehicles in a timely, courteous manner. Provide luggage assistance. Escort arriving and departing guests in a friendly, courteous manner to and from their accommodations, transporting their luggage. Acquaint each guest with room and features.

## **ESSENTIAL FUNCTIONS:**

- Greet guests immediately with a friendly and sincere welcome. Remain calm and attentive, especially during heavy hotel activity and emergencies.
- Retrieve guest items from cars, busses, vans and carts. Grasp, lift, carry and/or load luggage and packages weighing up to 75 lbs. onto a bell cart to transport items throughout hotel to designated room. Navigate bellcart through public areas, guest room corridors and to elevators. Requires physical stamina to stand, lift, carry and walk continuously for duration of shift.
- Organize and store luggage as necessary in a designated area.
- Escort customers to accommodations, visually inspect room and telephone any deficiencies such as towels to housekeeping immediately. Point out room features and directory for reference.
- 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.
- Park guest vehicles and/or retrieve valet parked guest vehicles in a timely and courteous manner; use claim tickets to ensure appropriate delivery of vehicle. Comprehend and abide by all traffic regulations. Move from door post to and from other areas throughout the hotel in response to customer needs.
- Grasp, lift and/or carry or otherwise move packages, luggage or boxes up to 75 lbs. from cars, buses and vans, placing packages and luggage onto baggage carts or in secure area for retrieval by bellman.
- Respond immediately to customer inquiries regarding hotel features, services and assistance. Provide clear and understandable directions to hotel facilities and nearby attractions.
- Maintain driveway traffic flow to allow main hotel entrance accessibility ensuring ample space for passenger and luggage loading and unloading.

## **Bellperson**

### **Page 2**

#### **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 Hotel rules and regulations will be subject to disciplinary action, up to and including termination of employment.

#### **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.

- Pick up and deliver guest laundry to and from guest rooms in a timely, accurate manner.
- Deliver morning newspapers, Checkout packets, mail, packages, faxes, etc. to specific guest rooms.
- Clean and polish carts and other equipment used in the department.
- Answer the Bell desk phone and provide information as needed.
- To maintain as necessary a clean, orderly appearance of the main hotel entrance, inside and out.
- Other duties as assigned by the supervisor such as assisting as guest services host/hostess or valet when necessary.
- When escorting an arriving guest to his/her room, inform the guest of the availability of safe deposit boxes and large valuables storage areas. Also, point out the security features in the room and the way in which they operate (i.e., locks on sliding doors and windows and the secondary lock on the main door). Always suggest they use the deadbolt when in their room.
- Show each guest the placard on the door which provides information about guest room security and contains the special map which shows the closest exit path in the event of a fire or other emergency, together with emergency procedures to follow.
- If you see a room service tray or cart left outside a guests room, put it in the service corridor or call room service to have it picked up.
- If any guest room door is found open, and is not in the process of being cleaned, knock to advise the guest the door should be secured. If there is no response glance in the room to ensure nothing is out of order, secure the door and advise management of the room number. Follow the same procedure if a key is left in the lock. Return the key to the front desk if no one is in the room.
- Be sure you stay with the guest's luggage until the luggage is turned over to the guest or valet. Do not leave luggage unattended in an unsecured area.

## **Bellperson**

### **Page 3**

- When leaving a guest room, make sure the door is closed and secured.
- While on the guest floors be alert for persons loitering or who appear in any way suspicious. Immediately report their location and description to management.

### **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 some other combination of skills and abilities.

- Ability to understand and follow written and or verbal instructions.
- Ability to effectively communicate verbally in English.
- Ability to effectively deal with internal and external customers, some of whom will require high levels of patience, tact and diplomacy to defuse anger and collect accurate information.
- Ability to read English language sufficient to ascertain information from luggage tags and claim checks to write numbers and names on claim checks and rooming lists.
- Ability to grasp, lift and/or carry or otherwise move packages, boxes and luggage up to 75 lbs. continuously throughout shift.
- Ability to stand, walk and/or sit and continuously perform essential job functions.
- Sufficient manual dexterity in one hand to be able to load and unload luggage.
- Ability to perform tasks requiring bending, stooping, kneeling, and walking significant distances on property.

### **QUALIFICATION STANDARDS**

#### **Education:**

Any combination of education and experience equivalent to graduation from high school or any other combination of education, training or experience that provides the required knowledge skills and abilities. High school diploma preferred.

#### **Experience:**

No prior experience required. Prior guest service or other hospitality experience preferred.

#### **Licenses or certificates:**

Valid/current driver's license with less than three points.

#### **Grooming:**

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

#### **Other:**

**Bellperson**  
**Page 4**

Applicants with additional language skills preferred.