

Job Title: Bell Person
Department: Garage
Reports to: Garage Manager

Job Summary:

The bell person provides porter services to guests in a prompt, efficient, and professional manner that promotes a positive image of the hotel.

Responsibilities:

- Always maintain a courteous and professional attitude.
- Greets each guest as they arrive and assist with unloading luggage from their vehicle and transport to guestroom.
- Ensures proper handling and storage of all guest luggage and/or items.
- Informs guest of fire exits, usage of television, air system, fills ice bucket upon request, and any other items that will make their stay a memorable experience.
- Assist guests with luggage and/or items upon departure.
- Responsible to cleaning, polishing, and storing of all bell carts.
- Responsible for ensuring that all bell carts are in working order and reporting any needed repairs to the Garage Manager.
- Knowledgeable of all inhouse services, group events, and amenities.
- Knowledgeable of hotel outlets hours of operations and communicate them clearly to guests.
- Knowledgeable of local events/activities, restaurants, and other establishments.
- Always follows established hotel safety protocols and procedures.
- Able to drive hotel shuttle.
- Must report any driving violations to Garage Manager.
- Reports any noticeable hallway and/or guest room maintenance issues to the front desk immediately.
- Ensure the garage desk is always attended.
- Assist the valet attendants in keeping the valet driveways and valet foyer clean of trash.
- Other duties assigned by the Garage Manager.

Qualifications:

- Prior Bell Person experience preferred.
- High school diploma or GED.
- Professional and positive demeanor.
- Ability to perform multiple tasks and functions well under pressure.
- Excellent communication skills.
- Ability to work cohesively with co-workers as part of a team.
- Clean Arkansas Driver's license record required.
- Able to pass background check.
- Safety Sensitive position. Pre-employment drug screen required.
- 21 years of age or older.

Physical Requirements

- Be able to stand for long periods of time.
- Be able to walk for long periods of time.
- Moderate lighting to heavy lifting. The ability to move luggage carts weighing up to 200lbs the ability to lift and carry boxes up to 100lbs required.
- Be able to bend, squat, kneel, climb, and reach.
- Ability to work in all weather conditions.
- Hand and finger dexterity.

Acknowledgement and Agreement of the above responsibilities

Printed Name _____ Date _____

Signature _____ Date _____

Witness _____