



Job Description

Position: Bell Staff

Department: Rooms Division

Reports to: Bell Captain/Guest Reception Supervisor

Purpose

As Bell Staff your core responsibility is to provide exceptional guest service.

Duties and Responsibilities

The Bell Person reports directly to the Bell Captain and is responsible for guest requests and valet guest vehicles and maintaining the lobby appearance. The bellman will also have minimal house person duties.

Duties of this position include:

- Meeting with the Guest Reception staff to discuss information on guests and the day's assignments.
- Assisting guests with check in and arrivals; boat, sea plane, or ferry pick-up.
- Assisting guests with transportation, handling, and storing of luggage.
- Assisting guests with check out and departures; boat, sea plane or ferry drop-off.
- Cleaning and maintaining the luggage room.
- Cleaning and maintaining the lobby.
- Stripping of Vacant Dirty rooms (as assigned).
- Laundry deliveries (as assigned).
- Stocking HK rooms with clean laundry and supplies (as assigned).
- Cleaning the lodge HK dishes (as assigned).
- Running of supplies for HK (as assigned).
- Cleaning of the Limo Golf Carts at the end of each day.
- Other duties as requested

The role of the Bell Person is to be a roaming Guest Reception Agent helping take and complete guest's direct requests and needs. The Bell Person should never be too far away from the lobby as it is their "HQ" and the area with the most guest interaction. The Bell Person role is a very important one as they will be part of the 'front line' directly making an impact on the guest experience.

Specific Job Knowledge and Skills:

- Personable, enthusiastic and a desire for great customer service.
- Initiative/leadership skills and strong communication skills.
- The demonstrated ability to maintain a very high level of personal grooming habits, cleanliness and professionalism at all times.
- Attention to detail.
- Physically fit, able to perform repetitive tasks and lift heavy loads.
- Good memory.
- Valid driving license.