



Golf & Conference Center

Job Description for Van Driver/Bellman

This brief job profile is to give a general idea of the job and in no way states or implies that these are the only duties to be performed by the employee in this position. In our employees, we look for a passion to anticipate and meet our guests' needs and an insatiable desire to attain the highest levels of quality and service in all areas of the hotel. Interacts with guests in a courteous and efficient manner, an eye for detail and high job standards. English verbal communication skills; second language a plus.

Job title: Van Driver/Bellman

Department: Guest Services

Reports to: Guest Services Manager

Level: Hourly

Type of position:

Full-time

Part-time

Hours ___/week

Exempt

Nonexempt

Brief General Job Description:

Drives guests, assist guests with luggage, provide information about hotel and local area, respond to guest requests and concerns, and other duties.

Essential Functions (*Duties include but are not limited to:*)

- Maintain the cleanliness of the lobby, front entrance and baggage closet.
- Explain all hotel facilities, their location in the hotel, hours of operation, and answer questions about these facilities and other hotel questions.
- Greets guests entering and exiting in a friendly and courteous manner.
- Deliver messages and laundry service to guest rooms.
- Reports needed repairs of unsafe conditions to supervisor.
- Responds quickly to requests from guests, supervisors or management in a timely, friendly and efficient manner.
- Follows up to ensure guest satisfaction.
- Maintains supplies neat and organized to department standards.
- Maintains security of equipment, keys and supplies issued each day.
- Reporting missing articles, damage or mechanical problems and turn in articles left in room to supervisor.
- Provides a professional image at all times through appearance and dress.
- Follows company policies and procedures.

NOTE: Other duties as assigned by supervisor or management

Requirements:

- Able to work independently
- Must be able to lift up to 60 lbs and push or pull up to 120 lbs of various sizes of luggage, packages, and boxes. Must be able to bend to lift luggage, packages, coolers and/or boxes that weigh up to 60 lbs.
- Requires standing/walking/bending throughout shift
- Great customer service skills
- Able to work all shifts and flexible schedules including weekends and holidays
- Valid driver's license

Work experience requirements:

- N/A

Education Requirements:

- N/A

Approved by:

Title:

Date posted: