



Hotel Cerro Job Description

Position Title: Bellman/Valet

Reports to: Guest Services Manager

Position Summary:

Bellman/Valet responsibilities include assisting guests with their cars and luggage. Bellman/Valet directly reports to the Guest Services Manager.

Ensures high level of guest satisfaction as well as for the financial results of the department with a focus on controlling the expenses and ensuring maximum room revenues are achieved.

Duties and Responsibilities will include but not be limited to the following:

- Greet and interact with guests in a friendly and professional manner when they arrive
- Assist guests with inquiries and concierge related questions
- Coordinates with appropriate departments to meet the needs of guests
- Maintain a high morale and productivity as well as consistent and effective flow of communication within the Front Office and Valet as well as other departments of the hotel
- Conduct a thorough, visual inspection of the vehicle, prior to driving. Note any damage or scratches on the Valet Form and review with guest.
- Park and retrieve guest vehicles in a safe and effective manner in the appropriate parking areas

- Carefully assist the guests in loading and unloading their luggage and other personal items
- Escort guests to their room, provide room tour and additional assistance as needed
- Watch over guest vehicles
- Issue and collect tickets for guest vehicles
- Manage the parking areas to ensure efficient traffic flow
- Maintain accurate record keeping so all vehicles are properly accounted for
- Makes manager aware of any guest's comments or complaints
- Performs any other job-related task as directed by management

Prerequisites:

- Strong verbal and written communication skills
- A highly driven and motivated individual
- Good knowledge and understanding of Front Office operations and guest satisfaction
- Must be flexible in terms of working hours and schedules
- Must be able to endure physically long periods of standing
- Must possess outstanding guest services skills and a professional presentation
- Must be able to handle a multitude of tasks in an intense, ever-changing environment
- Must be effective at listening to, understanding, and clarifying the concerns and issues raised by guests and staff
- Ability to exert up to 100 pounds of force occasionally, and or 50 lbs frequently and/or 20 lbs of force constantly to lift, carry, push or pull objects
- Ability to stand continuously for duration of shift (6-8 hours a day)
- Ability to walk/run continuously for duration of shift (6-8 hours a day)
- Ability to work in stressful situations
- Ability to drive an automatic and manual transmission

Education

- High School diploma or equivalent

Experience

- Customer Service experience in a hospitality (Hotel) environment
- 5+ years of driving experience
- Clean DMV record