

The primary duties of the door person are to assist in the coordination and flow of the front of the hotel, greet guests/vehicles as they arrive to/depart from hotel, and accommodate guests during their stay in a pleasant, professional, and genuine manner.

Essential Functions of the Job:

- Approaches all encounters with guests and employees in a friendly, professional, and service-oriented manner.
- Greets guests in a pleasant and sincere manner.
- Escorts guests to the reception desk.
- Loads and unloads luggage carts.
- Loads and unloads hotel vehicle with luggage.
- Load and unload guest vehicles or 3rd party vehicles
- Shows guestrooms and suites as needed.
- Escorts guests to rooms if requested.
- Checks and stores luggage for arrivals and departures.
- Answers the telephone, takes appropriate messages.
- Coordinate hotel vehicle rides.
- Provides information, maps, and directions as required.
- Offer accurate directions and recommendations
- Greet every vehicle as if they were a guest and open and close vehicle doors for arriving and departing appropriately.
- Exhibits extensive knowledge of Hotel Teatro's facilities, amenities, and services.
- Handles guests' requests accordingly prior to transferring guest calls to other areas.
- Makes manager aware of any guest's comments or complaints.
- Performs any other job related task as directed by the management.
- Issues valet parking tickets.
- Collect valet payment as necessary.
- Required to act as a substitute for colleagues if the event of call-out.
- Remains posted at front door at all times.
- Facilitates line up of on-coming shift to ensure proper communication of events.

Additional Job Duties:

- Maintains current knowledge of local and area attractions, special events and activities.
- Maintains list of local transportation guides, churches, sport arenas, etc.
- Reports to work in a neatly groomed and acceptable manner as outlined in the employee handbook and departmental rules.
- Reports to shift on time.
- Maintains regular attendance in compliance with Hotel Teatro standards, as required by scheduling, which will vary according to the needs of the hotel.
- Enforces and complies with all policies and procedures for the Bell Services department, and Hotel Teatro.
- Will be required to work 2-4 overnight shifts per month.
- Will take on additional duties during overnight shifts which will include In-Room Dining and possibly engineer and housekeeper if required.
- Perform nightly audit of valet department during overnight shifts.
- Will report any mischievous, unsafe, or illegal activities to management or law enforcement as necessary.
- Will act as a primary agent for hotel evacuation in the event of an emergency.

Physical requirements of the position include:

- Ability to work occasional long hours.
- Ability to exert up to 100 pounds of force occasionally, and/or 50 pounds of force frequently, and/ or up to 20 pounds to force constantly to lift, carry, push, pull or otherwise move objects.
- Ability to work entire shift standing.
- Ability to drive both manual and automatic transmission vehicles.

Education, Experience, Skills:

- High School Diploma or equivalent preferred.
- Six months related experience preferred.
- Clean driving record required.
- Good command of English language required.