

HOTEL TEATRO

Position Description

Position: Bellman/Valet	Department: Guest Services
Status: Non-exempt	Reports to: Guest Experience Manager & Front Office Management

Position Summary:

The primary duties of the Bell/Valet position is to coordinate the 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 and efficient manner. Park and retrieve guest valet vehicles as requested in a safe 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 manner.
- Escorts guests to the reception desk.
- Loads and unloads luggage carts.
- Loads and unloads hotel vehicle with luggage.
- 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.
- Provides information, maps, and directions as required.
- Gives directions.
- Opens and closes vehicle doors for arriving and departing guests.
- Exhibits extensive knowledge of Hotel Teatro's facilities, amenities, and services.
- Handles guest's requests without 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.
- Park and retrieve valet vehicles in a safe manner according to the Vehicle Driving Policy
- 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 listing 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.
- 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 HotelTeatro.

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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.

KNOWLEDGE, SKILLS AND ABILITIES NEEDED FOR POSITION: (specify whether required or preferred):

Area	Comments	Required:	Preferred:
Education:	High school diploma or equivalent	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Previous Work Experience:	6 months to 1 year Hotel Bell and/or Valet experience	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Language Ability:	English	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other:	Must have a Colorado Driver's license or other State license and clean driving record	<input checked="" type="checkbox"/>	<input type="checkbox"/>

- **PHYSICAL REQUIREMENTS:** How much on the job time is spent performing the following physical activities? Does the job require weight to be lifted, carried, or force be exerted? If so, how much and how often?

Activity	Never, Rarely, Occasionally, Frequently	Lifting Weight	Never, Rarely, Occasionally, Frequently
Standing	Frequently	Up to 20 pounds	Frequently
Walking	Frequently	Up to 30 pounds	Frequently
Sitting	Rarely	Up to 50 pounds	Frequently
Using hands to finger & feel	Frequently	Up to 100 pounds	Rarely
Reaching with hands and arms	Frequently	More than 100 pounds	Rarely with assistance
Climbing or Balancing	Never		Other: Subject to occasional outdoor weather conditions, moderate noise levels and long periods of standing - Frequently.
Stooping, Kneeling, Crouching	Frequently		
Crawling	Frequently		
Talking or Hearing	Frequently		
Tasting or Smelling	Frequently		

SCHEDULING

We are a 24 hour operation and as such schedules are based on the business necessity which include but not limited to weekends, holidays and evenings. This position does require the availability to work overnight shifts as necessary.

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I am signing that I have received a copy of my job description and understand that it is not an exhaustive list of my job duties. I will notify my manager if there is something I do not understand or if I need additional training on any aspect of my job.

Employee's Signature

Date

Manager's Signature

Date

HR Initials