



# Job Description

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## BELL PERSON

<b>Department:</b>	<b>ROOMS DIVISION</b>	<b>FLSA Status:</b>	<b>HOURLY NON-EXEMPT</b>
<b>Reports To:</b>	<b>GUEST SERVICES MANAGER</b>	<b>Effective Date:</b>	<b>JANUARY 1, 2018</b>

### Job Title: BELL PERSON

#### SUMMARY

This position escorts arriving and departing guests in a friendly, courteous manner to and from their accommodations, transporting their luggage. This position acquaints each guest with room and features.

#### ESSENTIAL JOB FUNCTIONS

The position requires the ability to perform the following essential job functions, with or without reasonable accommodation:

- Greet customers immediately with a friendly and sincere welcome. Remain calm and attentive, especially during heavy hotel activity and emergencies.
- Retrieve guest items from cars, busses, vans and carts. Grasp, lift, carry and/or load luggage and packages onto a bell cart to transport items throughout hotel to designated room. Navigate bell cart through public areas, guest room corridors and to elevators. Requires physical stamina to stand, lift, carry and walk contiguously for duration of shift.
- Read and match luggage tags, write claim tickets and detach portion to give to guest. Organize and store luggage as necessary in a designated area.
- Escort customers to accommodations, visually inspect room and telephone and deficiencies such as towels to housekeeping immediately. Point out room features and directory for reference.
- Directs guest flow through hotel giving assistance and directions to restaurant and other guest/client facilities.
- Delivers messages to meeting facilities and guest rooms upon request.
- Listen and respond to guest inquiries using a positive, clear speaking voice. Answer questions and other assistance giving accurate information regarding outlet hours, other hotel services, directions to local attractions or function rooms, car rentals, airline shuttle service, etc.

#### HOURS AND ATTENDANCE

- Up to 40 hours per week with varied and flexible shifts/days, likely to include nights, weekends, holidays and overtime.
- Regular attendance in conformance with the standards, which may be established by the Hotel from time to time, is essential to the successful performance of this position. Team members with irregular attendance will be subject to disciplinary action, up to and including termination of employment.

### **MARGINAL OR SUPPORTIVE FUNCTIONS**

In addition to performance of the essential function, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the supervisor based upon the requirements of the hotel.

- Pick up and deliver guest laundry to and from guest rooms in a timely, accurate manner. Deliver morning newspapers, VIP or Express Check out packets, mail, packages, faxes, etc. to specific guest rooms.
- Maintain and post hotel reader boards and public area signage.
- Clean and polish carts and other equipment used in the department.
- Retrieve and input data from a computer terminal in an accurate, error-free manner. Answer the Bell desk phone and provide information as needed.
- Other duties as assigned by the supervisor such as assisting a door person or Package Room Attendant when necessary.

### **PHYSICAL AND MENTAL DEMANDS OF POSITION, INCLUDING ENVIRONMENT**

The individual holding this position must be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities:

- Ability to grasp, lift and/or carry or otherwise move packages, boxes and luggage up to 1-50lbs.
- Sufficient manual dexterity in one hand to be able to load and unload luggage.
- Ability to perform tasks requiring, bending, stooping, kneeling, and walking significant distances on property.
- May be constantly in and out of doors. Vast changes in temperature dependent upon weather conditions. Frequent lifting with considerable bending and stooping.
- Considerable hand and finger dexterity to lift and grasp objects such as room keys and luggage handles. May require continued repetitive bending and stooping.
- Requires high levels of contact with all types of people. Interacting with people to a high degree as relates to the attending of needs or requests of people or to the expresses or implicit wishes of people. Immediate response is required.
- OSHA laws require the use of Personal Protective Equipment (PPE) when performing work duties that have the potential of risk to your health or safety.
- Normal routine involves no exposure to blood, body fluid or tissue, but exposure or potential for exposure may occur.

### **KNOWLEDGE AND CRITICAL SKILLS**

The individual holding this position must possess the following knowledge, skills and abilities:

- 1+ year's guest/customer service experience.
- Proof of authorization/eligibility to work in the United States.
- High School Diploma or equivalent.
- 2 or 4-year college degree a plus.
- Ability to understand and follow written and or verbal instructions.
- Basic mathematical skills and considerable skill in the use of a calculator to prepare moderately complex mathematical calculations without error.
- Ability to listen effectively and to speak English clearly to communicate with customers and team members.
- Must have coordinating skills as pertains to determining time, place and sequence of operations or action.

- Ability to analyze information and make effective judgments.
- All team members must maintain a neat, clean and well-groomed appearance (specific standards available).

Upon employment, all team members are required to fully comply with the Hotel's rules and regulations for the safe and efficient operation of Hotel facilities. Team Members who violate Hotel rules and regulations may be subject to disciplinary action, up to and including termination of employment.

***This job description is not intended to detail every aspect of your job or list every task you may perform. It is provided as a general overview of the responsibilities and skills required to do this job successfully.***

***I have read and reviewed this job description with my immediate supervisor and fully understand the terms set forth:***

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**TEAM MEMBER SIGNATURE**

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**DATE**