

GRAND BEACH HOTEL

LUXURY AND COMFORT WITHIN REACH

JOB DESCRIPTION

Position:	Bell Captain	
Department:	Guest Services	

Job Summary

Responsible for the smooth and professional operation of the Bell Services department. Supervises flow of traffic in front drive. Ensures timely and professional luggage assistance. Oversees luggage storage. Ensures provision of accurate and up to date hotel and area information by Bell Staff. Trains and directs the activities of Bellpersons.

Job Specifications

Qualifications

- ★ Excellent communication skills – oral and written
- ★ Minimum one year experience as a Bell or Door Attendant
- ★ High School Diploma
- ★ Knowledge of the local area, roadways and services
- ★ Ability to lift up to 75 pounds and push a cart weighing up to 150 pounds
- ★ Strong leadership abilities
- ★ Able to work a flexible schedule, including weekends and holidays

Job Duties

Job Specific

- ★ Oversees the safe and efficient flow of traffic at the Hotel entrance area
- ★ Ensures that courteous, prompt and consistent luggage assistance is provided to guests in accordance with all Grand Service standards
- ★ Completely familiar with all Hotel facilities, room types and operating hours
- ★ Completely familiar with Hotel emergency procedures and assists Security with Code Red situations
- ★ Maintains proper staffing levels at all times for Bell Service, based on arrival and departure figures and taking into consideration productivity calculations
- ★ Provides Hotel information and travel directions to Hotel guests
- ★ Offers to fill guest's ice bucket upon delivery of luggage to guest rooms
- ★ Maintains cleanliness of Hotel front entrance area and lobby, contacting Housekeeping for major cleaning tasks
- ★ Assist guests with transportation needs
- ★ Is alert to guest who appears to be intoxicated and intends to drive a vehicle – notifies Security
- ★ Offers the storage of guest luggage
- ★ Maintains adherence to Guest Services key control and security procedures

- ★ Trains and monitors the performance of Bellpersons, including posting when guest assistance is not required
- ★ Provides up to date information to Bell staff regarding Hotel operating hours, groups in house and travel directions
- ★ Ensures that accurate Hotel information and travel directions are given to guests
- ★ Organizes and coordinates group bag pulls, ensuring proper recording and payment to participating Bellpersons and Door Attendants side.
- ★ Maintains a good working relationship with all Hotel departments, with special emphasis on Front Desk, Valet, Concierge, Sales and Housekeeping
- ★ Makes daily assignments of Handhelds and ensures utilization of Handhelds
- ★ Ensures maintenance of equipment including Handhelds, bellcarts etc.
- ★ Addresses guests by name
- ★ Answers telephone in accordance with Grand Service Standards
- ★ Ensures delivery of items and packages to guestrooms and meeting rooms
- ★ Coordinates curbside check-in process with other Guest Services areas of operation
- ★ Ensures guests identified for "curbside check-in" are welcomed and registered in the property management system
- ★ Ensures a seamless arrival for all guests
- ★ Closely coordinates group arrivals
- ★ Reads and initials all entries in Front Desk Log Book and all information on Front Desk Bulletin Board
- ★ Reads Group Profiles and Banquet Event information on a daily basis
- ★ Maintains the cleanliness and excellent condition of equipment and work area
- ★ Other duties as assigned
- ★ Works as valet when needed

General

- ★ Promotes and applies teamwork skills at all times
- ★ Notifies appropriate individual promptly and fully of problems and/or unusual matters of significance
- ★ Is polite, friendly, and helpful to guests, management and fellow Team Members
- ★ Executes emergency procedures in accordance with hotel standards
- ★ Complies with required safety regulations and procedures
- ★ Attends required hotel meetings and training sessions
- ★ Maintains cleanliness and excellent condition of equipment and work area
- ★ Complies with hotel standards, policies and rules
- ★ Recycles whenever possible
- ★ Remains current with hotel information and changes
- ★ Complies with hotel uniform and grooming standards

Within the first 30 days must be able to perform to standard all activities on the New Hire Training Checklist.