



# Example of Bell / Valet Job Description

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Our company is growing rapidly and is looking to fill the role of bell / valet. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for bell / valet

- Follow the Resort Etiquette Guidelines while interacting with the guest and respond to all guests in a courteous efficient manner
- Maintain cleanliness and safety of lobby and entryway, vacuum carpets, clean windows, shovel snow, remove trash, mop floors, empty trash cans, maintain fireplace, and keep bellman closet clean
- Assist front desk staff as needed, answer phones, back up switchboard during busy periods, deliver messages and packages to guests and staff
- Greet guests and owners arriving and departing from the hotel, open the doors, park guest's cars, tote luggage and guest personal belongings to and from their rooms
- Supervise and work along side Bell staff, concurrently
- In absence of bell captain, will manage staffing levels in accordance to guest service need
- Handle guest service issues in professional, efficient manner
- Maintain cleanliness and safety of lobby and entryway, clean windows, shovel snow, remove trash, mop floors, empty trash cans, and maintain cleanliness of the bell staff closet
- Assist front desk staff as needed, answer phones, deliver messages and packages to guests and staff
- Follow and train staff on company safety regulations

## Qualifications for bell / valet

- Minimum of one year Guest Service experience in a property of similar size and quality, preferably in area
- Must be able to work a flexible schedule, including weekend and holiday shifts
- High school diploma or general education degree (GED) and a minimum of three months related experience
- Applicants must have a valid state drivers license
- Must have valid in state driver's license
- Lift and carry up to 75 lbs on a frequent basis