



Position	Division	Department	Payroll Status	Start Date	End Date
BELL SUPERVISOR	ROOMS	GUEST SERVICES	Full Time	now hiring	REGULAR

**POSITION SUMMARY:** Greet and welcome arriving guests as they arrive at the hotel. Assist both arriving and departing guests with baggage handling and supervise door and luggage attendants with respect to same.

**ESSENTIAL JOB FUNCTIONS:**

- Greet all arriving and departing guests. Maintain standards of excellence in the escorting of guests to and from their rooms and assist with luggage. Inform guests of all accommodation features, property amenities, and promote hotel outlets. Introduce Starwood Preferred Guest Program to guests upon arrival and recognize club members. Maintain accurate rate logs. Supervise door and luggage attendants in carrying out these duties. Store guest baggage upon request and assist with the loading and unloading of baggage into and out of automobiles. Summon taxis upon request.
- Hold Buzz sessions with associates and make them aware of daily activities, arriving VIP's, Group/Conferences in house, special requests, scheduled shuttles. Assign tasks for the day including the maintenance and cleanliness of Valet Stand, Driveway and surrounding areas, Bell closet, Bell cart, Luggage Cart, Front Drive, and Lobby windows. Setup and refreshing of Lobby water and maintain lobby in its cleanliness and organization. Inspect employees' uniforms, operational departmental areas for cleanliness and organization, correcting as necessary.
- Conduct daily audits of Assistants and staff for perfect check in/out, prompt and friendly greetings of all guests. Complete weekly schedules by Friday (no later than Saturday) according to 10 day, forecasts, corporate shuttles, and other special requests. Complete daily paperwork. Keep Bell and Valet Departments labor at or under what was budgeted.
- Maintain stocks of supplies needed for department and order appropriately always keeping within budgeted amounts. Propose new and inventive ways to exceed guest expectations and elevate levels of service in department. Schedule all meetings and keep staff informed, accountable, and motivated.

**REQUIREMENTS:**

Minimum one year previous supervisory experience preferred. Bell Services experience required.

- Must be able to speak, read, write and understand the primary language(s) used in the workplace.
- Must be able to read and write to facilitate the communication process.
- Requires good communication skills, both verbal and written.
- Must possess basic computational ability.
- Must possess basic computer skills.
- Must be able to respond to guest requests and business volume quickly and efficiently.

**PHYSICAL DEMANDS:**

- Most work tasks are performed indoors. Temperature is moderate and controlled by hotel environmental systems; however, will be required to work outside during the course of the day to assist with luggage and transportation. Length of time of these tasks may vary from day to day and task to task.
- Must be able to stand and exert well-paced mobility for up to 4 hours in length.
- Must be able to exert well-paced ability to reach other departments and locations of the hotel on a timely basis.
- Must be able to exert well-paced ability in limited space.
- Must be able to bend, stoop, squat and stretch to fulfill cleaning tasks.
- Must be able to bend, squat and lift up to 75 lbs. on a regular and continuing basis.
- Must be able to push and pull carts and equipment weighing up to 250 lbs. on a regular and continuing basis.
- Requires grasping, writing, standing, sitting, walking, repetitive motions, bending, climbing, listening and hearing ability and visual acuity.
- Talking and hearing occur continuously in the process of communicating with guests, supervisors and other employees.
- Vision occurs continuously with the most common visual functions being those of near vision and depth perception.
- Requires manual dexterity to use and operate all necessary equipment.

**QUALIFICATIONS:**

- Must be at least 18 years of age or older.
- Must have 2-3 year's prior bell attendant experience.
- Previous supervisory experience preferred.

