



# Bellman/Valet

## Job Description

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### **JOB DESCRIPTION**

The Bay View Collection is seeking individuals dedicated to providing outstanding customer service to join our growing team of Bellman/Valet staff. The Bellman/Valet makes the first impression on our guests as they arrive. The Bellman/Valet is responsible for guest satisfaction with a goal of each guest getting exactly what they want in a very friendly and genuine manner. Complete guest satisfaction is the single most important function. It takes priority over all other daily duties. Therefore, whenever you can be of any help to a guest, be sure to offer your assistance graciously and in a timely manner, making them feel welcome.

### **RESPONSIBILITIES**

*Responsibilities would include, but are not limited to:*

- Open doors and greet guests;
- Park and retrieve cars with efficiency from our various parking locations;
- Take guest luggage to rooms;
- Show guest how to use in-room amenities;
- Provide room deliveries (ice, food, packages, extra linens, rollaway beds, cribs, etc.);
- Any other tasks that may assist the operation of our boutique hotel group;
- Develop a thorough knowledge of the properties, their rooms and amenities ;
- Know department heads and department functions and how they relate to each other
- Communicate clearly with Front Desk—inform them of guest's arrival and departure status, special requests, VIPs, and other pertinent information;
- Read and initial log book and memos daily; be aware of the current activities, meetings and groups taking place on the properties;
- Have a strong knowledge of Camden, Rockport & Rockland, and their related dining options, activities, etc.;
- Have a good personal appearance and follow uniform requirements;
- Exhibit friendly, courteous, helpful behavior at all times; be able to react calmly and professionally when solving the problems and/or concerns of our guests;
- Be able to handle a stressful, hectic atmosphere and follow through on duties after numerous interruptions; develop problem solving and decision making skills related to the front office operation;
- Be able to work various shifts, weekends and holidays; be flexible with scheduling and assist co-workers with scheduling conflicts whenever possible; be on time for scheduled shifts;
- Complete daily sidework duties that would include cleaning, organizing, sweeping, vacuuming, washing windows, etc.;
- Provide basic in-room repair and maintenance needs as needed such as plunging toilets, and unclogging drains.
- Provide labor assistance in other departments if necessary;

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### REQUIREMENTS

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

- 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.
- Most work tasks are performed indoors. Temperature is moderate and controlled by hotel environmental systems.
- Must be able to stand and exert well-paced mobility for up to 4 hours in length.
- Must be able to lift up to 50 lbs. on an occasional basis.
- Must be able to push and pull carts and equipment weighing up to 250 lbs. on an occasional basis
- Must be able to bend, stoop, kneel, squat and stretch to fulfill cleaning tasks.
- Must be able to exert well-paced ability to reach different floors of the hotel on a timely basis.
- Requires grasping, writing, typing, 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.

### QUALIFICATION STANDARDS

- Valid ME Driver's licence;
- Clean Driving Record;
- High School Degree or equivalent;
- Team player;
- Customer Service experience;
- Flexible work hours;
- Excellent interpersonal and communication skills;
- Professional demeanor and positive attitude a MUST.

**Lord Camden Inn, Grand Harbor Inn and 16 Bay View are an Equal Opportunity Employer (EOE).**