

Bell Person

Reports to: Front Office Manager

Classification: Rooms

Department: Guest Services

Scope and General Purpose:

To provide five star service to all guests and potential guests at all times. To create as well as guard, the comfort, safety and well being of all guests. To exceed expectations by proactively anticipating guest needs.

Essential Duties

- To greet all guests with a smile and warmth, while using their name.
- To give information as needed to guests regarding all aspects of the resort.
- To liaise with Guest Service Representatives to ensure the prompt and accurate delivery of food/gift items.
- To open doors and give directions as needed.
- To store baggage and maintain luggage tags.
- To escort guests to their rooms, assist them with their luggage and orient them to the property, providing details of the facilities and resort services.
- To keep the Front of House area including the restrooms, porches and drive tidy and attractive as well as Guest Service golf carts and transportation vehicles.
- To assist with general Rooms Operations, such as checking departing rooms for left items and ensuring lighting and heating are appropriate for daily arrivals/departures.
- To provide guests with services such as ice delivery, fire lighting, etc.
- To provide valet service and park vehicles as necessary.
- To page guests and run errands for guests as necessary.
- Other duties as assigned.

Position Requirements

- Excellent communication skills in English.
- Excellent guest relations skills.
- Ability to lift and carry heavy loads.
- Ability to follow instruction
- An eye for detail and a good knowledge of the surrounding areas.
- Any positions involving operating guest or company vehicles or the transportation of guests or employees require a valid Georgia drivers license and a safe driving MVR record
- Must be available to work both day and evening shifts, weekends and holidays.

Physical Demands

Essential duties require long periods of standing, hearing and speaking. The employee must have normal vision (corrected) including close and color vision, hearing and verbal communication. Must be able to operate a golf car safely. Must be able to frequently lift and carry items up to 75 lbs on both level walkways and up and down stairways

Environmental Conditions

Duties are performed both indoors and out of doors in the weather.

This Job Description reflects management's assessment of essential functions; however it does not prescribe nor restrict the tasks that may be assigned |