

Overnight Bell Attendant

Reports to: Front Office Manager

Department: Front Office

Scope and General Purpose:

To provide a world class level of service to our guests by accommodating requests and exceeding their expectations. Also, to create, as well as guard, the comfort, safety and well-being of all guests by liaising with front desk personnel and the security team.

This position primarily works from 11pm-7am, Sunday through Thursday. However, weekends will occasionally be required as determined by management.

Essential Duties:

- Greet all guests with a smile and genuine warmth, using their name when appropriate.
- Open lobby doors and give directions as needed.
- Store baggage and maintain luggage tags.
- Escort guests to their rooms, assist them with their luggage and orient them to the property, providing details of the facilities and resort services/amenities.
- Check vacant rooms, turn off any lights and report any issues.
- Communicate closely with front desk personnel.
- Provide guests with services such as ice delivery, fire lighting, transportation assistance via golf cart, etc.
- Understand and follow the resort's safety and security procedures.
- Maintain a neat and tidy workspace and appearance.
- Liaise with security team to ensure guest safety and report any behavior that warrants concern.
- Respond appropriately when guests report any issues or concerns.

Secondary Duties:

- Provide valet service and park vehicles for special events as necessary.
- Keep Front of House area including the restrooms, porches and drive tidy and attractive as well as Guest Service golf carts.
- Other duties as assigned.

Position Requirements:

- Excellent communication skills in English.
- Excellent guest relations skills.
- Ability to lift and carry heavy loads.
- Ability to work with little supervision.
- 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 driver's license and a good MVR record.
- Must be able to work overtime when requested by management, including 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 cart 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.