



BERNARDUS

LODGE & SPA

BELL PERSON/VALET

SUMMARY:

Responsible for providing superior guest service in a warm and welcoming manner as it pertains guests of the hotel by performing the following duties.

DUTIES AND RESPONSIBILITIES:

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

- Always open the hotel front door for guests arriving and departing.
- Answers resort internal and external phone calls within three rings and provides information as needed; takes messages for resort guests and assures receipt.
- Responds to guest questions in a courteous and professional manner; provides information including but not limited to directions, shopping, dining, entertainment, resort services, and safety. During calls provide gracious and efficient telephone service.
- Anticipate guests' needs, respond promptly and acknowledge/greets all guests, however busy and whatever time of day.
- Check-in and check-out hotel guests in a gracious, professional, and friendly manner. Offer all arriving guest a welcome beverage.
- Clean golf carts, bird cages and fleet vehicles to ensure they are presentable at all times. Report mechanical issues within department to engineering as needed.
- Clean the work area at the end of the shift, ensuring all items remain in an orderly fashion. Report any office supplies that are low in stock to manager for reorder.
- Complete all items as listed on shift checklists including necessary paperwork; maintain files and records when needed.
- Complete USPS mail run during the week.
- Deliver and track any guest messages, mail, fax, amenity, laundry, etc. and runs errands as requested.
- Deliver guest luggage to room following established procedures and in a timely manner.
- Deliver newspapers on a daily basis.
- Deliver world class guest service and build brand loyalty with each guest.
- Interact positively with all levels/departments of the property.
- Maintain complete knowledge at all times of: 1. Hotel amenities, services and hours of operation. 2. Room types, room numbers, property layout and décor. 3. Room rates, special packages, promotions and restrictions. 4. Daily hotel occupancy and expected arrivals/departures. 5. Room availability status for any given day. 6. Scheduled daily group activities.
- Meet with departing shift to review completed and pending tasks, the day's activities and items for follow up.
- Operate radio system following established procedures to relay in-house announcements/requests.
- Participate in and lead continuous improvement efforts.
- Prioritize daily workload while maintaining appropriate response time.

- Provide complimentary valet service for all resort guests and secure storage for vehicle keys following established procedures.
- Provide guest escort to their room, offering a detailed orientation of the property and their room. Provide information pertaining to available services and facilities of hotel, points of interest, and entertainment attractions.
- Review arrivals and departures report at the beginning of shift, noting guest special requests, location preferences, and the VIP status.
- Support safe work habits and a safe working environment at all times. Maintain knowledge of emergency and safety procedures.

QUALIFICATIONS:

- Prior experience in hospitality industry or equivalent preferred.
- Proven strong background in Guest Relations or Guest Services.
- Valid driver's license and clean driving record.
- Commitment to excellence and high standards, with an acute attention to detail.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm
- Ability to manage priorities and workflow
- Ability to perform assigned duties with attention to detail, speed, accuracy, follow through, courtesy, cooperativeness and work with a minimum of supervision.
- Demonstrated conflict resolution, problem solving and decision making skills.
- Professional appearance and demeanor.
- Ability to satisfactorily communicate in English (speak, read, write) with guests, co-workers and management to their understanding. Bilingual skills a plus. Demonstrated verbal and written communication skills, as well as telephone etiquette skills.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met successfully to perform the essential functions of this job. Reasonable accommodations made to enable individuals with disabilities to perform the essential functions.

- Work in this position is performed both indoors and outdoors with exposure to varying weather conditions.
- Stand for long periods of time.
- Run short distances, frequently.
- Ability to lift up to 75 pounds

EDUCATION/EXPERIENCE:

- High school diploma or equivalent
- 1 year related experience and/or equivalent combination of education and experience.

LANGUAGE SKILLS:

- Must speak and communicate in English.
- Must be able to clearly communicate with guests, management and coworkers.

CERTIFICATES & LICENSES:

- Valid California Driver License is required.

WORK ENVIRONMENT:

The work environment at Bernardus Lodge ranges from winter time lows of 20 degrees to summer time highs to 100+ degrees.

GROOMING & WORK ATTIRE

- Business attire is required, such as slacks, blouse/sweater, buttoned shirt, and nice shoes. Suit jacket only suggested on days when assisting with client events.
- Name tag required whenever walking through public spaces at the resort.
- No extreme colors, highlights or hairstyles.
- No facial or tongue piercing.
- No extreme hair accessories.
- Necklace and earrings must be office appropriate.