



<b>Job Title:</b>	Hotel Bellman	<b>Department:</b>	Guest Services
<b>Location:</b>	Columbus, GA	<b>Property:</b>	
<b>Position Type:</b>	Part Time		
<b>HR Contact:</b>	Kelli Nelson	<b>Date Posted:</b>	

#### **Overview:**

**Responsible for assisting guests with various things.**

#### **RESPONSIBILITIES AND REQUIREMENTS:**

- Escorts incoming hotel guests to rooms, assists with hand luggage along with offering information pertaining to available services, facilities of the hotel, points of interest, and entertainment attractions.
- Inspect guests' room to ensure furnishings are in order and supplies are adequate.
- Explain features of the room to include radio, television, night clock, and how to place telephone calls.
- Deliver packages and other items to guests' room.
- Maintain a clean and orderly storeroom.
- Report to work on time in accordance with hotel policy and provide adequate notice to manager prior to any absence or tardiness.
- Demonstrate courtesy, respect, and sensitivity to the needs of guests and co-workers.
- Report any accidents, injuries, and unsafe work conditions to manager.
- Comply with standards/regulations to encourage a safe and efficient hotel operation.
- Maintain a high standard of professional appearance/grooming to include wearing the proper uniform and name tag.
- Participate in day-to-day operations and establish a pleasant relationship with staff.
- Attend/Participate in all meetings and training required by management.
- Perform other duties as assigned by management.
- May be required to work nights, weekends, and holidays.

#### **QUALIFICATIONS AND EDUCATION REQUIREMENTS**

- High school diploma or GED required.
- Must be 21+ years old.
- Microsoft Office Suite (Outlook, Excel, Word) preferred.
- Detail oriented with strong verbal/written communication skills required.
- Able to work well in stressful situations and maintain composure under pressure.
- Must pass a background check and drug screen.

#### **PHYSICAL REQUIREMENTS**

- Must be able to stand/walk for extended periods of time.
- Able to lift, carry, push, and pull up to 10-25 lbs.

#### **DISCLAIMER:**

The job description is not an exhaustive list of all functions the employee may be required to perform. Valley Hospitality reserves the right to revise the job description at any time. This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

Reviewed By:		Date:	
Approved By:		Date:	
Last Updated By:	Kristi Hargraves	Date:	4/20/2022