**Title:** Bellperson/Valet

**Reports to:** Guest Services Manager/Rooms Manager

**General Purpose:** Under general supervision, provides porter and valet services to hotel guests and ensures their satisfaction and comfort by promptly and courteously responding to guest requests.

**Specific Responsibilities:**

* Cleans lobby areas and entrances and maintains free of debris in order to present a clean and attractive facility to customers
* Assists other employees and departments to contribute to the best overall performance of the department and hotel.
* Greets and assists arriving guests with help unloading luggage from vehicle and transporting to their room, personally carrying the luggage or using a luggage cart. Valets offer to park guest’s vehicle and give claim ticket.
* Assists departing guests by transporting luggage from room to lobby, and helping the guest load luggage into vehicle. Valets retrieve vehicle and assist guest with departure.
* Responds to guest needs by promptly delivering laundry, newspapers, iron & ironing board, additional linens, etc., in person.
* Responds to inquiries and promotes the hotel’s services by explaining products/services. Provides the guest with up-to-date hotel information in order to enhance customer relations.
* Keeps abreast of local activities and the area's establishments in order to answer questions, recommend and give directions.
* Maintains a friendly, cheerful and courteous demeanor at all times not with just with guests and teammates, but also with passersby whose first impression of the hotel will be the people standing outside.
* Performs other duties as assigned, requested or deemed necessary by management.

**Qualifications:**

* Must be able to drive vehicles with manual (stick shift) and automatic transmissions.
* Able to work flexible hours (nights, weekends).
* Responsible, dependable, punctual.
* Tactful, courteous, discreet.
* Strong communication skills; must be able to speak and understand English.
* Clean and professional appearance.
* Demonstrates enthusiasm for all things 21c.
* Must pass a background check.
* Must be 21 years of age or older.

**Education/Formal Training:**

* High School diploma or equivalent

**Experience:**

* Must have at least three years driving experience with a clean driving record.

**Physical Requirements:**

* Must be able to operate two- and four-wheeled luggage carts, standard office equipment.
* Must be able to lift luggage, up to 70 lbs.
* Capable of prolonged standing, walking and climbing stairs;
* Intermittent exposure to outside elements, but primarily an indoor position.

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