

TITLE: VALET/ BELL/ SHUTTLE DRIVER

Job Description: Responsible for the safe driving and parking of guest vehicles and to follow the transportation procedures of the hotel. Greet guests at the front door, assist with luggage and/or other requests of the guest.

Licensing Requirements

Individuals applying for positions that include the operation of guest vehicles must present a valid driver's license issued by the state in which the property is located. If local laws require a special license for transporting others, applicants must obtain and present such a license.

Essential Functions

- Must be 18 years of age or older.
- 2 years minimum driving experience preferred.
- Motor Vehicle Record that indicates no Type A violations, and no more than one Type B violation or accidents in the last two years.
- Ability to solve basic problems.
- Identify issues (vehicle, guest, roadway, etc) and communicate to manager according to established standards.
- Record and log work performed.
- Record, report and log accidents or other issues that relate to the operation of guest vehicles.
- Ability to work independently with some supervision.
- Maintain cleanliness of work area, entry way, shuttle vehicles.
- Read and adhere to company policies.
- Lift and/or transport luggage, using bell cart. May require lifting a maximum of 75 pounds.
- Open doors for arriving guests. Greet guest in a friendly and courteous manner.
- Drive within property / village and state speed limits

GUEST RELATIONS

- Be readily available/ approachable for all guests.
- Take proactive approaches when dealing with guest concerns. Follow property specific second effort and recovery plan.
- Ensure staffing levels allow team members to exceed guest needs.
- Extend professionalism and courtesy to guests at all times.

TECHNICAL SKILLS

- Able to work independently with minimum supervision.
- Able to communicate effectively both written and verbal.
- Able to communicate effectively with other associates, as well as guests.
- Able and willing to respond to emergency situations on short notice.
- Individuals must be service and detail oriented.
- Must comply with all department, hotel, and corporate standard operating procedures.
- Responsible for knowing Hotel emergency procedures.

OTHER REQUIREMENTS

In addition to performance of the essential functions, this position may be required to perform a combination of supportive functions, determined by the GM:

- The hotel operates 7 days a week, 24 hours a day. Schedules must accommodate fluctuating business demands and associates may be asked to work shifts other than those they prefer or normally work.
- Carry out all reasonable requests by leadership team.
- Comply with department uniform and appearance standards.

I have read and accept the responsibilities described in the above job.

Associate Name: _____

Associate Signature: _____

Date: _____