



Job title	<i>Luggage Porter / Bellman</i>
Reports to	<i>Guest Services Supervisor</i>

Summary/Objective

Primarily responsible to greet and welcome all guest to the hotel and relieve guests of their luggage on arrival. You will ensure that the highest standards of hospitality and welcome are always demonstrated, and that all guest requests are dealt with in a prompt and courteous manner. In addition to assist guests with luggage, Porters are also responsible to collect and distribute post, parcels. And deal with general inquiries and ensuring the lobby and forecourt areas are always clean and tidy.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Checks the daily arrival list for VIP's or guests with special need.
- To be present at the front door or in the lobby to be ready to assist guests, colleagues and visitors when requested.
- Ensure collection and delivery of guest luggage and equipment in an efficient and timely manner.
- Tag baggage and return the identification slips to guests.
- Escorts guests to room, placing luggage in room assigned by front desk.
- Inspects guest room for order and adequate supplies and informs guests of room amenities
- Delivers faxes, messages, packages and flowers to guests' rooms and other offices.
- Provide items on loan to guest and collect the items back from guest before departure.
- Ensure the efficient delivery and collection of group luggage.
- Ensure that the guest has verified that all luggage has been accounted for.
- Ensure safe storage of guest personal items.
- Assist guest with luggage storage request.
- Transport departing guest's luggage from the room to the lobby, then into a car or taxi after reconfirming with the guest.
- Respond to guest requests and queries providing a knowledgeable, efficient and helpful information service.
- Assist with answering the telephone and taking messages, transferring calls or dealing with enquiries.
- To provide an efficient luggage storage, delivery and collection service.
- Open doors for guest(s).
- Assist with deliveries and guest amenities.
- Assist and respond to guest request as necessary.
- Perform any other tasks as assigned by the management.

Competencies

- Communication Proficiency.
- Flexibility.
- Teamwork Orientation.
- Organization.
- Ability to multi-task.

Supervisor Responsibility

No supervisory responsibilities.

Work Environment

While performing the duties of this job, the employee is frequently exposed to fumes or airborne particles and moving mechanical parts.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of the job, the employee is regularly required to talk to or hear. The employee is frequently required to stand; walk; use hands to handle or feel; and reach with hands and arms. The employee is occasionally required to sit, climb, balance, stoop, kneel, crouch or crawl. The employee must frequently lift or move up to 25 pounds and occasionally lift or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to focus.

Position Type/Work Schedule Expectation

This is a variable hour position to include days, nights, weekends and holidays. This position regularly requires long hours and frequent weekend work.

EEO/AAP Policy Statement

Tidewater Inn provides **equal employment opportunity** to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job description has been approved by all levels of management.

Manager _____

HR _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____