

Bellman

Job Responsibilities

- Acquainted with checking in and checking out procedures.
- Transport all guest luggage to and from guest rooms promptly and efficiently; handle all luggage with care.
- Escort guests to their rooms as required and explain room features and amenities; ensure for guest comfort and satisfaction.
- Store and retrieve guest luggage as required or requested in accordance with established procedures.
- Know correct method of carrying luggage and proper placement in the room.
- Report any unusual happening to the Bell Captain or Manager on duty.
- Send all guests message, parcel and mail to promptly without delay.
- Proper control of inventory for luggage stored in the hotel.
- Able to operate elevators.
- Adhere to luggage service/manning rotation system.
- Answer calls for service that pertains to your section.
- Maintain high standard of cleanliness in both lobby, working area and luggage room.
- Have thorough knowledge of all hotel facilities and their hours of operation; know all hotel services and functions.
- Be knowledgeable of city streets, locations, restaurants and major attractions as well as city-wide events and activities.
- Familiar with all hotel emergency, fire and security procedures.
- Work efficiently and agreeably with colleagues; maintain an effective flow of communication with all employees of the hotel.
- Maintain a well-groomed appearance at all times.
- Take responsibility for any tasks required to ensure guest satisfaction.
- Collect general stock requisition for Front Office.
- Deliver daily morning and afternoon newspaper to guest rooms, offices and outlets.
- Prepare the daily events board.
- Baggage trolleys to be polished and maintained properly.
- Perform all other duties assigned by the Rooms Division Manager.

Job Requirements

- Ability to work in a multi-tasking, fast paced environment
- Demonstrated strong customer service skills
- Ability to spend long hours moving around, walking, sitting, standing and crouching while performing duties
- Ability to work well under pressure and perform during emergency situations
- Ability to lift luggage and objects up to 50lbs regularly.
- Ability to work all shifts, including weekends, evenings, and holiday

To apply for the above positions, please send your full resume to careers@fullertonhotels.com