
Doorman

Job Responsibilities

- Monitor Shuttle bus service at the hotel driveway.
- Open car doors and main entrance doors for guests upon arrival and departure.
- Complete control of front entrance/driveway.
- Keep driveway and walkways clean at all times.
- Assist guests in getting into and out of limousines, taxis and cars.
- Assist in checking luggage.
- Keep the front of the hotel clear during fire alarm.
- Ensure that all vans, buses, and coaches are parked at the designated bus lanes only at all times.
- Keep a close watch of the pick-up time of all tour buses, vans and coaches arriving at the front driveway, so as to ensure that they do not arrive too early or park too long at the designated bus lanes, thus causing unnecessary obstruction to traffic along the driveway.
- Approach and assist every guest in friendly, enthusiastic, courteous tone and manner, with an emphasis on personalized service.
- Instruct the valets according to operational needs.
- Keep uniform neat at all times.
- Check on vehicles, waiting to collect hotel guests or temporarily parked along the sides of the front driveway, either by chauffeur or owner, and to ensure that they do not exceed the 15 minutes waiting time.
- Ensure that no vehicles are parked at areas that display the 'NO PARKING' signs, and to report all such cases to security officers.
- Be knowledgeable of city streets, locations, restaurants and major attractions as well as city-wide events and activities.
- Perform all other duties assigned by the Front Office Manager.

Job Requirements

- Strong interpersonal and problem solving abilities
- Highly responsible & reliable
- Ability to work well under pressure in a fast paced environment
- Ability to work cohesively with fellow colleagues as part of a team
- Ability to focus attention on guest needs, remaining calm and courteous at all time
- Must be in excellent physical condition and able to lift very heavy items

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