



**Harrison Hot Springs Resort** is currently recruiting for the position of **Bell Person**.

**About our company:**

Harrison Hot Springs and the Eastern Fraser Valley is a beautiful place to live, work and play. We would love to have you join our amazing team and share the high quality of life that we have come to enjoy.

At Harrison Hot Springs Resort, our guests discover a location unlike any other destination in the world. We know the care and customer service we offer our guests leads to special experiences for them. We endeavour to exceed guest expectations and deliver outstanding products and hospitality services. Even though we welcome thousands of guests each year, we will focus on individuals and what we can do to make them feel like they are at home.

Overlooking Harrison Lake, the Harrison Hot Springs Resort offers the following amenities: five mineral hot springs pools, the Healing Springs Spa, three restaurants and a coffee bar, extensive banquet and catering options, Resort Golf Course and Resort Marina.

**POSITION SUMMARY:**

The Bell Person is an outgoing, customer focused individual who greets and welcomes all guests, carries bags and other parcels and provides information to guests about the facilities and services of the hotel. The Bell Person contributes to the success of the resort by performing the following duties:

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Greets guests in a friendly manner and assists with luggage.
- Follows check-in and check-out procedures as set by the Front Office Manager.
- Shows guests to their rooms, delivers baggage, and inspects the room and its equipment.
- Demonstrates facilities and equipment in the rooms.
- Explains the use of elevators, pool keys, hours of outlet operation, etc.
- Familiarizes the guests with hotel services and facilities, and answers any questions about the village and surrounding area.
- Assists the guests at departure, checking baggage into check room if not required until later.
- Maintains cleanliness of their workstations: main entrance, smoking area, valet parking stalls, Bell Desk, lobby area, brochure rack, etc.

- Assists guests in the absence of Guest Service Agents.
- Keeps lobby function board up to date and stays aware of daily events.
- Handles guest complaints proactively, courteously and demonstrates unselfish empowerment.
- Reports any unusual circumstances to the Manager on Duty.
- Provides valet parking services.
- Assists with bike, sports equipment, tennis court and game rental in the absence of Guest Relations Team Members.
- Performs door person's duties.
- Able to work effectively in a high volume, team based environment.
- Completes all other related job duties as requested.

#### **SKILLS, KNOWLEDGE, EXPERIENCE AND QUALIFICATIONS:**

- Grade 12 education.
- Minimum 1 years' experience in guest service (preferably in a resort / hotel environment).
- Supervisory experience and training.
- Proven ability to communicate in fluent English with guests, coworkers and other visitors to the hotel. Proven ability to write and read instructions, brochures, manuals, and to communicate the information to others.
- Proven ability to solve a variety of problems quickly and efficiently. Proven ability to act without precedent.
- Class 5 driver's license.
- Able to safely lift, pull, push, pull and carry possibly up to 50 pounds.
- Must know how to drive a standard as well as an automatic vehicle.
- Must provide a clean driver's abstract.
- Computer experience is an asset.
- Superior communication skills.
- Fluent in the English language when it comes to speaking, reading and writing.
- Excellent organizational skills.
- Thorough knowledge of the surrounding areas and familiar with Vancouver and the greater Vancouver area.
- Flexible to a changing schedule.

Interested, qualified candidates are invited to submit their resume and cover letter to [hshsr@harrisonresort.com](mailto:hshsr@harrisonresort.com) or facsimile at 604-796-4712.

We thank all candidates in advance for your interest in our resort; however, only those qualified candidates will be contacted.

Check us out online at [www.harrisonresort.com](http://www.harrisonresort.com).

➤ **ONLY APPLICANTS LEGALLY ELIGIBLE TO WORK IN CANADA WILL BE CONSIDERED**