

Brighton Management, LLC

Sheraton Pasadena Hotel

POSITION DESCRIPTION

JOB TITLE: Bell Person
DEPARTMENT NAME: Front Office
REPORTS TO: Front Office Manager, Front Office Supervisors

I. POSITION SUMMARY:

Support one another as partners in the achievements of our common goals, including Guest Satisfaction; Associate Satisfaction; Financial Success and a Safe Environment. Maintain a commitment to continually enhancing a uniquely exciting atmosphere and guest experience; consistently providing friendly service, and consistently providing the highest quality product and value to every customer on every occasion.

Assist guests with luggage and drive guests as requested. Maintain the bell desk and account for all incoming and outgoing inventory such as packages and laundry. Consistently providing friendly service and complying with all Sheraton Pasadena Hotel Standards.

II. WORKING RELATIONSHIPS:

Reports to: Front Office Supervisor, Front Office Assistant Manager, Front Office Manager,
Operations Manager, Director of Rooms
Interfaces with: Hotel Staff and Hotel Guests

III. ESSENTIAL JOB FUNCTIONS:

- Assist guest with bags.
- Answer questions.
- Prepare laundry & laundry checklist for pickup by cleaners.
- Verify cleanliness of lobby area.
- Open doors for all guests when not otherwise engage. Offer assistance with bags.
- Offer to store luggage- do not leave it in the lobby area-unless left with guest.
- Give guests claim checks for all luggage stored- remember to collect both pieces of tag and destroy when returning luggage to guests.
- Check condition of vehicle- clean and refuel when necessary- completes van report.
- Drive van carefully at all times- do not exceed speed limits. Drives guests to and from locations.
- Check van log for any scheduled runs.
- Log all outgoing and incoming packages.
- Inform M.O.D of whereabouts at all times.
- To be posted at the assigned station at all times except when assisting a guest with luggage.
- Greet anyone approaching the lobby area and give directions.
- Have knowledge of hotel property, hotel staff and hotel services with hours of operation.
- Complete Bell checklist

IV. MARGINAL JOB FUNCTIONS

- Assist all other operating departments as required.
- Keep work area neat, clean and organized
- Perform duties and projects as assigned by management

V. PHYSICAL JOB REQUIREMENTS

- Prolonged standing at assigned station in upright position.
- Bending, stooping, overall flexibility and lifting weight up to 50 lbs.
- Must be able to walk entire property.
- Ability to manage high levels of stress.
- Visual observation skills required.
- Ability to interact with guests and associates.
- Ability to read, write and understand English

VI. JOB QUALIFICATIONS

- Ability to function well under pressure
- Additional work experience preferred.
- Communication skills.
- Valid CA Drivers License with good driving record.
- Ability to drive in various weather conditions, have excellent vision with or without corrective lenses.

VII. SAFETY AWARENESS

- Comply with all safety requirements and regulations as dictated.

NOTE: The Sheraton Pasadena Hotel functions 7 days a week, 24 hours a day. All employees must realize this fact and be aware that at times it may be necessary to move an employee from their accustomed shift as business demands. In addition, I understand that business determines the amount of hours I work, and that some weeks I may be scheduled to work less than 40 hours and other weeks I may be schedules to work more than 40 hours per week.

Job Descriptions are subject to change at the discretion of Brighton Management, LLC.

I have read and reviewed a copy of the above job description and fully understand that violation of any of the stated responsibilities and duties may be grounds for disciplinary action.

Manager's Signature

Date

Associate's Signature

Date