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# Bellhop

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Reports to: Lead Concierge, Concierge

## Scope

The Bellperson must provide exemplary customer and porter service as they are the first interaction guests have with the hotel.

## Duties & Responsibilities

- Ensure driveway and entrance are clean and clear of garbage, dirt, snow and ice.
- Greet guests upon arrival, open doors and inform them about parking options and procedures
- Control in-coming and out-going traffic
- Correctly identify stored bags
- Bring baggage up to guests rooms and retrieve them when requested
- Properly label tour baggage and deliver & retrieve at specified times
- Deliver packages to guest rooms or respective departments
- Take and retrieve luggage carts as required
- Park cars and retrieve cars as per request
- Park cars with diligence and care
- Work scheduled overnight shifts as required
- Knowledgeable of the Hotel, all its outlets, its layout and services.
- Knowledgeable of Banff National Park, activities and dining options.

## Physical Demands

- Lifting 100lbs maximum
- Frequent lifting and/or carrying up to 50lbs
- Requires significant walking/standing
- May involve sitting with pushing and pulling of arm and/or leg controls
- Needs to possess acceptable vision levels due to driving requirements
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## Desired Skills & Attributes

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### Knowledge

- Grade 12 or equivalent
  - Previous hotel or customer service experience an asset
  - Valid Alberta Class 4 Driver's License & Clean abstract
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### Skills

- Working knowledge of Microsoft Word & Outlook
  - Strong ability to prioritize and multitask
  - Vigilant driving habits
  - Strong Communication & Customer Service Skills
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### 4 Diamond Service

- Associate exhibits a professional vocabulary in all communication with guests
- Associate is always properly attired in uniform, with clearly visible name tag
- Bell staff arrives promptly; if not within five minutes, guest is notified of delay at time of request
- Anticipates guest's needs or offers a personalized recommendation
- Associate is efficient yet unhurried and sensitive to the manner of the guest
- Associate exhibits a sincere desire and compliance to all guest requests
- Bell staff show guests room features and offer to fill ice bucket
- Bell staff inquires about guest's stay