



Bell and Door Attendant Position Description

Position Title: Bell Attendant

Reports to: Front Office Manager and Bell Captain

Position Summary: Greets guests, opens doors of vehicle and Club doors. Loads and unloads luggage. Escorts arriving and departing guests by assisting with their luggage utilizing a friendly, courteous manner. Provides information about Club facilities and accommodations.

Essential Functions:

- Greet members/guests immediately with a friendly and sincere welcome. Obtains guest name via luggage tags, or by asking the guest. Addresses the guest by name frequently.
- Retrieves guest items from cars, busses, vans and carts. Grasps, lifts, carries and/or load luggage and packages onto a bell cart to transport items throughout Club to designated room/area.
- Organizes and stores luggage as necessary in a designated area. Keeps lobby clean and neat, aligns furniture and organizes brochure display.
- Escort Members and Guests to sleeping rooms, visually inspects room and telephone for deficiencies and reports to Housekeeping or Engineering immediately. Points out room features and directory for reference.
- Listens and responds to guest inquiries using a positive, clear speaking voice. Answers questions and offers assistance giving accurate information regarding outlet hours, other club services, directions to local attractions or function rooms, car rentals, air line shuttle service, etc.
- Perform duties of securing the property from non-Members or Guests, stopping anyone who is not Member or Guest and escorting them to the exit.
- Follows Emergency Procedures as described in the Emergency Response Plan.
- Monitors changes in Daily Function Sheet and assists in making any changes necessary.
- Helps direct valet staff when assigned as Doorman.
- Performs all other duties as assigned by employer.

Qualifications and Skills:

Education:

Any combination of education and experience the required knowledge skills and abilities. Must have basic mathematical and calculator skills as well as the ability to learn to access and input information using a moderately complex computer system.

Experience:

Prior customer service or Front Desk and or Bell experience preferred.

Licenses or certificates:

Valid driver's license is required.