

PARAGON CASINO RESORT

Job Description

BELLHOP

Department:	Hotel	Reports to:	Bellhop Lead
Job Code:	BP01	License:	Non-Gaming
Position Code:	BP001	Costing:	200 2000 2102
Pay Grade:	N2	Date:	12/18/18
EEO-1 Code:	9		

SUMMARY:

Responsible for greeting guests at the front entrance to the Hotel, and safely transport their luggage to the Front Desk and then to the guest's room. Also responsible for the safe operation and transport of guest vehicles on company property, in accordance with established policies, procedures, and controls.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Carries luggage for arriving and departing guests; upon arrival, transports luggage from the Hotel entrance to the Front Desk, then to the guest's room, and upon departure, transports luggage from the guest's room to the Hotel Lobby, then to the vehicle the guest is departing in.
- Assists guests promptly and courteously in when guest check-in and checkout.
- Explains accommodation appointments and equipment to guest upon entry into guest's room; informs guest of proper operation of room locks, televisions and thermostats.
- Responds to guests' request, complaints or inquiries courteously and promptly.
- Maintains a working knowledge of Paragon Casino Resort's facilities, as well as special events on property, in order to advise guest of same, whenever possible.
- Possesses a good working knowledge of all room locations, types, and special features; maintains information on all outlets, including hours of operation, and local attractions.
- Routinely inspects public areas, including rest rooms, elevators, and front entrance, performing light janitorial duties as necessary, to keep the areas clean and free of debris.
- Remains receptive and visible for optimum guest services at all times.
- Assists in locating misdirected or lost packages for guests and delivers them to guest's rooms.
- Effectively communicates with Bellhop Supervisor and Lead.
- Assists guests promptly and courteously in Bellhop check-in and checkout.
- Parks and returns guest vehicles in a prompt and punctual manner in accordance with established safety guidelines.

- Parks vehicles in designated areas of property, then accurately records the location of the vehicle onto a Valet receipt, which is attached to the appropriate keys and stored in the Valet office until the guest is ready to leave the property.
- Promptly clears ramp area of cars to be parked.
- Presents a clean, neat and well-groomed appearance, wearing only the designated Bellhop uniform while on the job.
- Ensures a maximum level of guest service and satisfaction is achieved and maintained.
- Held accountable, to the highest degree, for the accuracy and thoroughness of departmental records and reports.
- Maintains a working knowledge of Paragon Casino Resort facilities, as well as special events on property, in order to advise guests and fellow Associates of same, whenever possible.

Paragon Casino Resort requires all Associates to consistently:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- Exceed Guests expectations with quality and friendly service.
- Treat all Associates and Guests with respect, dignity, integrity and sensitivity.
- Provide a safe working environment by complying with safety rules and reporting potential hazards.
- Comply with company performance standards and departmental policy and practices.
- Demonstrate pride and professionalism for the property, its goals and the Associate Pledge.
- Support training and development for all Associates.
- Communicate and share ideas, concerns and explain “Why” behind decisions.
- Maintain a consistent, regular attendance record.

REQUISITE QUALIFICATIONS:

The requisite qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High school diploma or general education degree (GED) preferred. In house training will be provided.

Qualifications: Must possess excellent communications skills. Must be able to demonstrate all aspects of hospitality, professionalism, prompt and courteous service, with extreme attention to detail. Physical endurance and stamina, as well as effective communication skills required.

Must apply for, be granted and retain a valid Tribal Gaming License during their employment with Paragon Casino Resort. Must have understanding of and abide by all regulations as stated in the Tribal-State Compact.

Language Skills: Ability to read and understand a variety of instructions furnished in written, oral or diagram form. Ability to relate effectively in one-on-one situations with guests and other Associates of the company. Ability to respond to common inquiries or complaints.

Mathematical Skills: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability: Ability to apply commonsense reasoning to a variety of situations.

Physical Demands: The physical demands described here are representatives of those that must be met by an Associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties, the Associate is regularly required to talk or hear. The Associate is also regularly required to stand; walk; sit; and use hands to finger, handle, or feel objects, tools or controls. The Associate is occasionally required to reach with hands and arms, and to sit; climb or balance; and stoop, kneel, crouch or crawl.

The Associate is regularly required to lift, push, pull, and carry luggage and other guests' items in excess of fifty (50) pounds. The Associates must have good physical endurance and the ability to run.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an Associate encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Associate is regularly exposed to weather conditions and intense physical demands.

The noise level in the work environment is usually moderate.