

Job Title: Trainee
Department: Concierge

SUMMARY

To efficiently and promptly handle all guest luggage and room all arriving guests as requested and in accordance with standards and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. To be acquainted with checking in and checking out procedures.
2. Transport all guest luggage to and from guest rooms promptly and efficiently; handle all luggage with care.
3. Escort guests to their rooms as required and explain room features and amenities; ensure for guest comfort and satisfaction.
4. Store and retrieve guest luggage as required or requested in accordance with established procedures.
5. To know correct method of carrying luggage and proper placement in the room.
6. To know the general layout of the rooms and to be able to show and explain room facilities to a guest.
7. To have proper control of inventory for luggage stored in the hotel.
8. Answer Bell Desk telephone when assigned at the counter.
9. Maintain high standard of cleanliness in both lobby, working area and luggage room.
10. Have thorough knowledge of all hotel facilities and their hours of operation; know all hotel services and functions.
11. Be knowledgeable of city streets, locations, restaurants and major attractions as well as city-wide events and activities.
12. To collect general stock requisition for Front Office.
13. To deliver daily morning and afternoon newspaper to guest rooms, offices and outlets.
14. To ensure that equipment at the Bell Counter is maintained in good condition/standard at all times.