



Job Title: Bell Person/Valet
Reports To: General Manager

Department: Front Office
FLSA Status: Non-Exempt

Job Objective: To provide assistance to guests and front desk. Is familiar with and complies with the L'Auberge Carmel and Mirabel Hotel and Restaurant Group's Mission and Service Standards as well as Relais & Chateaux's 5 C's and The 5 Experiences philosophy in performing all key areas of accountability and other essential duties and responsibilities.

Key Areas of Accountability:

- Escort incoming and outgoing hotel guests to and from rooms, assists with luggage, and offers information pertaining to available services and facilities of hotel, points of interest and entertainment attractions.
- Inspect guest's room to ensure furnishings are in order and supplies are adequate.
- Explain features of room such as operation of radio, television, radiant floor heating etc.
- Clean and sweep public areas
- Deliver Room Service Breakfast unless the Breakfast attendant is able.
- Assist with coffee service or drink service/ bar/ room service as needed.
- Maintain cleanliness of Mercedes
- Valet Park and retrieve guest cars as needed. Ensure that no parking tickets are issued.
- Act as Chauffer for guests as needed or directed by the front desk.
- Deliver faxes, packages, suitcases and trunks and sets up show rooms.
- Keep record of calls for service.
- Greet guests at front door or car upon arrival.
- Maintain the image of the hotel by appearing extremely presentable, well groomed and in a pressed uniform.
- Adhere to key control policy and procedure according to set standards.
- Responsible for clear and effective communications between co-workers, management and other departments.
- Adhere to and promotes Relais and Chateau Mission/Standards.
- Any down time should be occupied with tasks given from Front Desk, and/or any Supervisors/ managers
- Demonstrates loyalty and trustworthiness to the entire Mirabel Hotel and Restaurant Group.
- Promote and maintain good working relationships with your Mirabel counterparts.

Other Essential Duties and Responsibilities:

- Attend all mandatory staff meetings and training sessions.
- Is familiar with and complies with the Drug Free Work Place Policy.
- Deliver messages and runs errands.
- Pick up and deliver articles for laundry and valet service.
- Assist in training new/other employees.
- Provide assistance to other departments as requested or needed.
- Provide ongoing support and assistance to front desk staff.
- Complete special projects and run errands as assigned.

Qualifications: To perform this job successfully, an individual must be able to perform each

essential duty satisfactorily. The requirements 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/Experience:** High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience. Must have a valid California License with a good driving record.

***Equipment/Computer Experience:** Basic typing/computer skills helpful. Operation of a standard and manual transmission vehicle is required.

***Language Skills:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization face to face or on the telephone.

***Mathematical Skills:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio and percent and to draw and interpret bar graphs.

***Reasoning Skills:** Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

*** Certificates/Licenses/Registrations:** CPR certification may be required. Valid Drivers' license with good driving record is required.

*** Other:** Must not pose a threat to others.

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

While performing the duties of this job, the employee is regularly required to stand, walk, run, reach with hands and arms, and talk or hear. The employee is frequently required to use hands and fingers to handle or feel, climb or balance. The employee is occasionally required to sit and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 50 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing 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 of this job, the employee is frequently exposed to outside weather conditions. The noise level in the work environment is usually moderate.

Performance Evaluation: Evaluation of performance of areas of key accountability and others essential job duties and responsibilities as well as attendance, proper uniform, etc., will be done by way of input based on observance from Front Office Supervisor and Facilities Manager, General Manager, guest comments and comment cards as well as co-worker and other management input.

Signature

Date

I have read and agree to comply with the above job description.

Signature

Date