



Employee Requisition Form

Position to Be Filled: Bellman

Purpose: Responsible for greeting guests at the front entrance of the Hotel along with safely and courteously transporting luggage to the Front Desk and then to the guest's room.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- 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.
 - Explains accommodation appointments and equipment to guests upon entry into guest's room; informs guests of proper operation of room locks, televisions, and thermostats.
 - Responds to guests' requests, inquiries, or complaints courteously and promptly.
 - Maintains a working knowledge of the Tachi Palace Casino Resort facilities, as well as special events on property, to advise guests.
 - 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 guest services always.
 - Assists in locating misdirected or lost packages for guests and delivers them to guest's rooms.
 - Ensure compliance with all Human Resources policies and procedures, promoting an environment that treats all people with respect and prohibits discrimination and harassment of any kind.
 - Ensure compliance with all safety, health, and environmental policies, procedures, and regulations within the department.
 - High school diploma or general education degree (GED) required.
 - Experience as a Hotel Bellperson helpful but not required.
- Any other duties as assigned.

Reports To:
Starting Rate of Pay:
Approximate Hours:
Filling Deadline:

Front Desk Supervisor
D.O.E
Full-Time
Open Until Filled

