



Employee Requisition Form

Position to Be Filled: Front Service Agent

Purpose: Responsible for parking or retrieving vehicles while giving a positive impression to guests arriving and/or leaving the Hotel.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Greets all arriving guests at vehicle. Completes "ticket" information on vehicle and parks vehicle in designated Valet lot. Retrieves vehicles from designated Valet lot when requested by a guest.
• Familiarizes guests with their surroundings.
• Responsible for the efficient and accurate entry of keys into the key security system.
• Assigns "pulls" and tracks the number of pulls to valets to provide an equitable share of the work.
• Responsible for periodically verifying the key count with the system ensuring an accurate inventory of keys and vehicles.
• Responds to guests' requests, complaints, or inquiries courteously and promptly.
• Carries luggage for arriving and departing guests; upon arrival, transports luggage from the Hotel entrance to the Bell storage, 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 or to Bell storage.
• Explains accommodation appointments and equipment to guests upon entry into guest's room; informs guests of proper operation of room locks, televisions, and thermostats.
• Maintains a working knowledge of the Tachi Palace Casino Resort facilities, as well as special events on property, to advise guests 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 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.
• Intercepts potential problems to maintain smooth and efficient operations of Valet and related services.
• 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.
• Any other duties as assigned.

Reports To: Front Office Supervisor
Approximate Hours: Full Time/Part Time
Filling Deadline: Open Until Filled

