

THE HIGH LINE HOTEL

Department: Front Office Job Title: P/T Overnight Bellman
Reports to: Director of Front Office , Front Office Supervisor Department Head: Jerome Collins
Exempt Non Exempt

Position Overview

Provide a superior level of customer service and to serve as the first and final point of contact for our guests. Participate and play a crucial role in providing a positive and pleasurable guest experience.

Job Responsibilities

- Possess complete knowledge of and compliance to all departmental and property policies
- Greet and welcome guests as the hotel's first point of contact
- Must be responsible when taking possession of guests' property
- Maintain the bell closet keeping it secured, organized and clean at all times
- Promote the 5/10 rule with all guests and team members
- Good knowledge of neighborhood surroundings and major attractions
- Enforce the hotel's loading zone keeping it clear at all times
- Managing taxis and town cars waiting for pickups
- Secure taxis for guests and patrons
- Accept and release valet vehicles; correctly tagging and inspecting vehicles
- When applicable, picking up and delivering valet vehicles to the garage
- Superior knowledge of hotel amenities, services provided, hours of operation, and all room types, layout and room locations
- Anticipate the needs of all guests
- Pass along any guest requests to ensure their completion
- Pick Up and deliver luggage, packages, mail, etc. to guest rooms
- Ability to handle guests and patrons with tact and patience in any circumstance
- Ability to provide directions to major destinations
- Work cohesively with receptionists in order to procure a smooth and fluid check-in and check-out process
- Ability to write legibly on claim checks and valet tickets

Job Requirements

- Excellent guest service skills
- Must be able to work flexible hours, shifts, days, evenings, weekends and holidays including overnights.
- Must hold a valid driver's license for the New York State
- Ability to lift and handle baggage of all varying sizes and weight
- Outstanding customer service experience, strong verbal communication skills and previous experience in a luxury, boutique lifestyle property is preferred.

Educational Requirements

- High School Diploma or GED

General Skills

- Ability to be a clear and quick thinker with a great attention to detail; must be organized; understand and anticipate all guest needs; remaining calm and resolving issues and the ability to provide exceptional customer service

NOTE: *This job description is not intended to be all-inclusive. Employees may perform other related duties as negotiated to meet the ongoing needs of the organization.*

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