

JOB DESCRIPTION

Job Title:	BELLMAN CUM DRIVER
Department:	FRONT OFFICE
Reports To:	RDM / FRONT OFFICE MANAGER

JOB DEcriptions

1. Welcome and escort guests to and from their rooms and assisting with luggage. Inform guests of all safety features and promote hotel outlets.
2. Store guest baggage upon request and assist with the loading and unloading of baggage into and out of automobiles.
3. Deliver packages and faxes to guests.
4. Decorate the lobby for large arrivals and departures.
5. Maintain cleanliness behind the bell stand, in the check-in/check-out area, and in the baggage room.
6. Responsible for all the hotel vehicle activity as required, i.e, transportation guest from/ to airport and others.
7. To welcome and acknowledge all guests according to hotel standard, anticipate and address guests service needs.
8. Perform routine vehicle maintenance such as regulating tire pressure and adding gasoline, oil, and water.
9. Test vehicle equipment such as lights, brakes, horns, or windshield wipers, to ensure proper operation.
10. Vacuum and clean interiors, and wash and polish vehicles.
11. Perform checking of the car condition and report to Duty Manager should there is any repairing or maintenance needed for the vehicle.
12. Follow relevant safety regulations and laws governing vehicle operation and ensure that guest follow safety regulations.
13. Perform errands for employers, such as delivering or picking up mail and packages
14. Arrange to pick up particular guest on a regular schedule.
15. Complete accident reports when necessary.
16. Pick up according to requests, appointments, or schedules.
17. Provide guest with information about the local area and points of interest, or give advice on restaurants.
18. Performs other job-related duties as assigned.

Requirement

1. A valid driver's license appropriate for the country or region where the hotel is located is essential.
2. Demonstrated experience and a clean driving record are typically required. Experience driving various types of vehicles, including shuttle vans or luxury cars, is beneficial.
3. Strong customer service orientation with a friendly and helpful demeanor towards guests. Ability to assist guests with luggage, provide directions, and offer information about hotel amenities and services.
4. Ability to lift and carry luggage of varying weights, stand for extended periods, and perform physical tasks such as loading/unloading luggage and operating vehicle doors.
5. Effective verbal communication skills to interact with guests, colleagues, and other hotel staff members. Fluency in the local language(s) and basic knowledge of English can be important, especially for providing directions and information.
6. Knowledge of traffic rules, safety regulations, and defensive driving techniques to ensure the safety of guests and vehicle occupants during transportation.
7. Basic understanding of vehicle maintenance and ability to perform routine checks (e.g., fuel level, tire pressure, fluid levels) to ensure the vehicle is in good working condition.
8. Collaborative attitude to work with other hotel departments such as front office, concierge. Flexibility.
9. Willingness to work in shifts, including early mornings, evenings, weekends, and holidays, as guest transportation services may be required round-the-clock.
10. Maintain a neat and professional appearance, adhere to hotel grooming standards, and follow hotel policies and procedures related to guest interactions, vehicle use, and safety protocols.

Acknowledgement

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(Employee Signature)

Name:

Date: