Inn at Laurel Point

JOB POSTING

Job Title: Bellperson

Job Status: Permanent. Hours may vary based on hotel occupancy.

Start Wage: $21.92 per hour - $22.42 per hour (at 1 yr.) + gratuities

Summary of Position:

As the first and last impression of Inn at Laurel Point, the Bellperson position is an integral part of ensuring Guest satisfaction. The primary responsibility of a Bellperson is to provide engaging, personalized and anticipative service in all interactions with an aim to exceed guest needs and expectations.

Responsibilities:

- Assist guests with luggage, escort incoming guests to their destination, assist group & tour arrivals and departures, valet guest vehicles
- When needed, operate hotel shuttle transporting Guests and/or equipment while complying with municipal regulations and hotel procedures
- Demonstrate a commitment to provide warm, anticipative service to exceed the needs and expectations of our discerning guests through attention to detail and recognition
- Provide exceptional guest service to our guests
- Assist with all evening house duties including guest room deliveries, turn down service and addressing guest room cleanliness and maintenance concerns
- Assist in maintaining the Inn and its public spaces in a clean and presentable fashion at all times
- Gather and maintain knowledge of new and existing services available to hotel guests
- Maintain a high level of professionalism in all aspects of job performance in accordance with our Values of Respect, Excellence, Curiosity, and Stewardship
- Ensure that the Inn at Laurel Point Service Standards are adhered to in an effort to consistently offer the best service possible
- Ensure all aspects of work station, including storage area and communication log is maintained clean, organized and up to date
- Energize the Inn at Laurel Point brand by promoting guest loyalty and local recognition
  All other duties as assigned

Qualifications:

- Previous Bellperson and/or valet experience an asset
- Passion for guest service
- Excellent interpersonal skills
- Excellent time management skills

- Highly organized, results-oriented with the ability to be flexible and work well under pressure
- Knowledge of Fidelio Opera systems, Word, Excel an asset
- Exceptional knowledge of Victoria and Surrounding area and attractions
- A resourceful personality
- Must be able to multitask & consistently deliver top quality service in a fast paced work environment
- Must be a team oriented & motivated individual
- Must be able to embrace the 4 core values of the Laurel Point Inn: Excellence, Respect, Curiosity and Stewardship
- Flexible availability for shifts: will be scheduled for a combination of early morning shifts, day shifts, and evening shifts. Must be fully available to work weekdays, weekends and statutory holidays
- Must be able to lift up to 50lbs
- Must possess a Class 5 BC driver's license
- Ability to drive standard vehicles an asset
- Upon hire, must provide driver's abstract to determine driver's record
- Must be legally permitted to work in Canada

Reports To: Front Office Manager

Closing Date: Please submit your application as soon as possible as applications are reviewed daily

Apply Now! Please email your resume to careers@laurelpoint.com. For more information, please visit our Careers page at www.laurelpoint.com/careers

What's in it for you?

- Competitive Wages
- A fun & friendly workplace culture that embraces diversity
- Cross-training opportunities to grow your skills
- Best staff meal in town and by the way, it's free!
- Complimentary parking on non-restricted days during the off-season
- Comprehensive benefits package
- Colleague of the month recognition program
- Summertime volleyball on Sticky Wicket rooftop, BBQs on our stunning Terrace patio, free themed year-end Gala to thank you
- Aura waterfront restaurant + patio staff discount – 50%
- Need a staycation? We've got you covered, after your 1-year work anniversary, enjoy a complimentary one night stay including breakfast for 2
- Friends & Family hotel discount (so you can show off your amazing workplace)
- Candidate referral bonus - $500
- Industry discounts
- Workshops

- Cross-training opportunities
- Skill and advancement training programs
- Shower and locker facilities

Thank you for considering Inn at Laurel Point as your employer of choice!