



LAGOS CONTINENTAL

JOB DESCRIPTION

Job Title:	Bellman
Department:	Front Office
Job Band:	7
Reports to:	Director of Rooms

Job Scope

Under the general direction of the Director of Rooms and his/her delegate and within the limits of established Hotel's policies and procedures, the Bellman is responsible for transporting luggage to and from the guest rooms in a prompt and safe manner.

Key Relationships

Guest Relations, Front Desk, Instant Service Centre, Business Centre, Reservations, Food and Beverage, Engineering, Housekeeping, Airport Desk, Shuttle bus drivers and Sales Department.

Key Job Responsibilities

- Responds to all guest requests for shuttle service in a prompt and courteous manner; assist guests with luggage while boarding and off-loading the vehicle;
- Assists incoming and outgoing guests with transporting luggage to and from guest rooms. May secure, tag, and store luggage at guest's request;
- Responds appropriately to guest complaints. Inform supervisor of major problems, complaints, disturbances or dissatisfied guests;
- Promotes team work and quality service through daily communications and coordination with other departments;
- Maintain the entrance and main door area clean and tidy and ensure that traffic through the driveway is controlled;
- Adheres to guest contact standards at all times;
- Provides current knowledge of the services and facilities offered by the Hotel, in order to provide reliable information to guests;
- Knowledgeable of the events of the day and of daily Hotel activities;
- Knowledgeable of VIP guests and whenever possible addresses such guests by name
- Alerts Security or Duty Manager whenever a suspicious looking person or troublemaker is present;



- Perform any other related duties as assigned.

Self - Management

Ensure Compliance to the following:

- Hotel rules and regulations
- Grooming and uniform standards.
- Timekeeping and attendance policies.

Customer Service

Demonstrate service attributes in accordance with industry expectations and company standards to include:-

- Being attentive to guests.
- Accurately and promptly fulfilling guest requests.
- Understand and anticipate guest needs.
- Maintain a high level of knowledge which will enhance the guest experience.
- Demonstrate a service attitude that exceeds expectations.
- Take appropriate action to resolve guest complaints.
- Appreciate the dynamic nature of the hotel industry and extend these service attributes to all internal customers.
- Be able to promote the hotel's products and services.

Health Safety & Security

- Demonstrate an understanding and an awareness of all policies and procedures relating to Health, Hygiene and Fire Life Safety.
- Good Knowledge of emergency and evacuation procedures.
- Ensures all security incidents, accidents and near misses are always logged in a timely manner and brought to the attention of your line manager.



Background, Skills and Experience

- Minimum of O Level Education or its equivalent in Hospitality Management or any related course.
- Minimum of 2 years' experience in a similar position Five Star Hotel.
- Good Communication and Interpersonal Skills
- Ability to work under pressure and without Supervision