


Code:	RDBB002	JOB DESCRIPTION	
Job Title:	Bellboy – Groom		
Department:	Guest Relations		
Reporting to:	Guest Relations Manager		

Job Title	Bellboy - Groom	Department	Front Office
Entity	IKOS ANDALUSIA	Location:	Estepona (Málaga-Spain)
Reporting to:	Front Office Manager	Responsible for:	
Job Purpose Overview	To warmly welcome and assist hotel guests with their luggage according to hotel standards ensuring maximum guest satisfaction.		
Key Responsibilities	<p>Main duties:</p> <ul style="list-style-type: none"> • To meet and greet all arriving and in-house guests warmly and with a smile. • To provide a continual coverage of main entrance and front services area. • To open doors, unload cars and taxis for all arriving guests. • To valet park guest cars whenever required, ensuring a speedy and accident free service. • To drive guests with hotel club cars, ensuring a speedy and accident free service. • To escort guests to their rooms whenever required, explaining all in-house and rooms facilities. • To transport guest's luggage to room in an efficient manner ensuring no damage is caused to the luggage, furniture, fixtures and walls by using hotel standards. • To load cars and taxis for departing guests, ensuring a polite and courteous farewell. • To use consistently the welcome and the farewell phrases with all guests. • To adhere to the hotel's policy on the storage of guest luggage. • To supervise traffic and parking of vehicles around main entrance and driveway. • To maintain the main entrance area, reception area and storage clean and tidy at all times. • To maintain the daily logbook. To log messages, parcels with accurate information. • To polish the guest trolleys on regular basis. • To keep the main door and ashtrays immaculately clean at all times. • To extend a personal service to the guests, and assist them in all their requirements, inquiries and needs. • To have a very good knowledge of the hotel and resort generally. <p>General duties:</p> <ul style="list-style-type: none"> • To respond to any changes in the department function as dictated by the company. • To report for duty punctually follow the company grooming standards. • To provide a courteous and professional service at all times. • To maintain good working relationships with colleagues, and all other departments. • To have a complete understanding of the employee handbook and adhere to the regulations contained within. • To have a complete understanding of and adhere to the company's policy relating to Fire, Hygiene, Health and Safety. • To maintain a high standard of personal appearance and hygiene at all times. 		

Code:	RDBB002	JOB DESCRIPTION 
Job Title:	Bellboy – Groom	
Department:	Guest Relations	
Reporting to:	Guest Relations Manager	

	Occasional Duties: <ul style="list-style-type: none"> To assist any other department when necessary. To carry out any other reasonable duties and responsibilities as assigned by the Front Office Manager.
Skills & Abilities	<ul style="list-style-type: none"> Excellent communication skills in both English/Spanish. Deep knowledge of maintaining cordial relations with all guests Solid understanding of giving special treatment to VIP guests.
Qualifications	<ul style="list-style-type: none"> High School Diploma or equivalent. Degree/Diploma in Hospitality/Tourism would be a plus.
Knowledge & Experience	<ul style="list-style-type: none"> Fluency in two or more languages.
Special Working Conditions	<ul style="list-style-type: none"> Be prepared to work a flexible roster including evening and weekend duties on a frequent basis. Be able to stand up for long periods of time. Repetitive tasks.

Document created on:	Latest revision on:	HR Signature	Signature