

Position: Bellmen/Trolley Driver

Status: Part Time/ Full Time

Type of Position: Hourly

Location: Charleston Harbor Resort and Marina 20 Patriots Point Road Mt. Pleasant, SC 29464

If interested, contact: Matt Early (843)856-0028 nearly@charlestonharborresort.com



ESSENTIAL FUNCTIONS:

- ❖ Retrieve or carry guest items from/to cars, busses, vans and carts. Grasp, lift, carry and/or load luggage and packages into/out of vehicles or onto a bell cart to transport items throughout hotel to designated room. Navigate bell cart through public areas, guest suite corridors and to elevators. Requires physical stamina to stand, lift carry and walk continuously for duration of shift.
- ❖ Escort guests to room using resort service standards - visually inspect room and report room deficiencies to housekeeping immediately such as non-working telephones, missing towels, etc.
- ❖ Organize and store luggage as necessary in a designated area.
- ❖ Listen and respond to guest inquiries using a positive, clear speaking voice. Answer questions and offer assistance giving accurate information regarding outlet hours, resort services, directions to local attractions, function rooms, car rentals, airline service, etc.
- ❖ Greet guests immediately with a friendly and sincere welcome according to standards.
- ❖ Read and match luggage tags, write claim tickets and detach portion to give to guests.

REQUIRED SKILLS:

- Ability to grasp, lift and/or carry or otherwise move packages, boxes and luggage weighing up to 70lbs. continuously throughout the shift.
- Ability to stand, walk and/or sit and continuously perform the essential job functions.
- Considerable knowledge of city and surrounding areas.
- Ability to learn and perform all essential job functions accurately and safely with minimal supervision.
 - Clean driving record required.
 - Ability to work in adverse weather conditions.

POSITION REQUIREMENTS:

Education: Any combination of education and experience equivalent to graduation from high school or any other combination of training or experience that provides the required knowledge, skills and abilities.

Experience: Prior guest service or other Hospitality experience preferred but not mandatory

Licenses or Certificates: Valid and current driver's license. Clean driving record is a must.

Appearance: Highly professional appearance.