Job Title: Bellman/Driver

Pay Rate: $9.50/hr + tips

Job Purpose
The purpose of the Bell Attendant/Driver is to serve guests in a professional, gracious manner and to perform all duties associated with bell staff to include loading, unloading and transportation of guest luggage, escorting guests to and from guest rooms, promoting hotel facilities and demonstrating guest room accommodations, providing information to guests, operating hotel vehicles, and more. Transport guests in a prompt, friendly and courteous manner using safe driving practices.

DRIVER
• Comprehend and abide by all traffic regulations while transporting customers to and from the airport terminal or other designated site.
• Remain calm and alert especially during emergencies or heavy hotel activity and handle complications from driving in the local community.
• Listen, understand and respond immediately to customer and associate inquiries and requests for assistance. Greet customers with a friendly and sincere welcome.
• Lift luggage, packages and boxes from cars, buses, vans and carts, placing items on the ground, onto baggage carts, conveyors or other vehicles.
• Clearly communicate the features and services of the hotel facilities.
• Maintain an alert and attentive demeanor.
• Maintain cleanliness of the hotel vehicles by cleaning and washing it when appropriate.
• Take vehicles for periodic servicing and fueling as required.
• Assist Bell Captain when necessary.
• Pick up and deliver laundry to certain and specific designated locations as determined by immediate supervisor.
• Ability to communicate effectively verbally and in writing English sufficient to ascertain and document appropriate pick up and drop off points, etc.
• Ability to effectively deal with internal and external customers, some of whom will require high levels of patience, tact and diplomacy to defuse anger.
• Ability to read English language to ascertain information from luggage tags, claim checks and to identify specific airline/customer pickup and drop off points and street signs.
• Complete a pre-driving checklist for vehicles on a daily basis insuring that the following are in proper working order: lights, brakes and electric doors on vans and trucks, oil and tire pressure, transmission fluid, radiator fluid and gas at proper levels.

Experience/Education
High school diploma or general education degree or equivalent combination of education and experience required.

Auro Hotels/Hyatt Regency Suites Atlanta Employment Opportunity and E-Verify employer. All applicants are subject to background and substance abuse screening prior to any offer of employment. Applicants must be 21 years or older and have a valid Georgia drivers license.

Apply Online at http://www.aurohotels.com/careers/#GA.