

## **JOB DESCRIPTION**

**Name of the position/work place:** Bellman

**Organization Department:** Lifestyle Services Division

**Reports to:** Lifestyle Services Manager

**Job description:**

- Accompanies the guests through resort to the rental units, assists with luggage, provides information related to services, facilities, interesting contents in resort
- Checks up the room in order to assure that everything is in place
- Explains facilities in the room such as internet access, TV, rental information; introducing the lifestyle services to the guests
- Waiting and greeting the clients in Lifestyle office and other parts of the resort
- Delivers the mail
- Delivers the equipment or tools asked by clients
- Takes clothes to the laundry room, as needed
- Arranges the taxi drive for guests
- Drives guests in a buggy vehicle
- Makes a record of clients requests
- Other duties assigned by superior
- This job may require night time shift engagement defined by internal roster

**Education:** IV level of education/qualification or higher

**Work experience:** Previous experience on similar positions highly preferred

**Preferred competencies:**

- Fluent in English language (spoken and written)
- Computer literate (MS Office package); familiarity with Opera PMS preferred
- Customer service oriented
- Flexibility
- Driven to always take customer expectations above and beyond  
Flexible schedule may include nights, weekends and holidays