



Inn at Laurel Point

Job Title: Bellperson

Job Status: Permanent. Hours of work per week will vary based on hotel occupancy

Summary of Job:

As the first and last impression of Inn at Laurel Point, the Bellperson position is an integral part of ensuring Guest satisfaction. The primary responsibility of a Bellperson is to provide engaging, personalized and anticipative service in all interactions with an aim to exceed Guest needs and expectations.

Job Requirements:

- Flexible availability for shifts: will be scheduled for a combination of early morning shifts, day shifts, and late evening shifts
- Must be fully available to work weekdays, weekends and statutory holidays
- Must be able to lift up to 50lbs
- Must possess a valid BC driver's license and be able to drive automatic and standard vehicles
- Upon hire, must provide driver's abstract to determine driver's record
- Must have Canadian work permit to apply (if non-resident of Canada)

Responsibilities:

- Demonstrate a commitment to provide warm, anticipative service to exceed the needs and expectations of our discerning guests through attention to detail and recognition
- Provide exceptional guest service to our guests
- Coordinate dinner reservations, airline and train accommodations, sedan transfers, and other guest requests
- Gather and maintain knowledge of new and existing services available to hotel guests
- Maintain a high level of professionalism in all aspects of job performance in accordance with our Values of Respect, Excellence, Curiosity, and Stewardship
- Ensure that the Inn at Laurel Point Service Standards are adhered to in an effort to consistently offer the best service possible
- Ensure all aspects of work station, including storage area and communication log is maintained clean, organized and up to date
- Energize the Inn at Laurel Point brand by promoting guest loyalty and local recognition
- Assist guests with luggage, escort incoming guests to their destination, assist group & tour arrivals and departures
- Assist with all evening house duties including guest room deliveries, turn down service and addressing guest room cleanliness and maintenance concerns
- Assist in maintaining the Inn and its public spaces in a clean and presentable fashion at all times
- All other duties as assigned

Qualifications:

- Previous Bellperson experience an asset
- Passion for guest service
- Excellent interpersonal skills
- Excellent time management skills
- Highly organized, results-oriented with the ability to be flexible and work well under pressure
- Knowledge of Fidelio Opera systems, Word, Excel an asset
- Exceptional knowledge of Victoria and Surrounding area and attractions
- A resourceful personality
- Must be able to multitask & consistently deliver top quality service in a fast paced work environment
- Must be a team oriented & motivated individual
- Must be able to embrace the 4 core values of the Laurel Point Inn: Excellence, Respect, Curiosity and Stewardship

Reports To: Guest Services Manager

Wage: \$15.33/hr after 1 year (\$11.50/hr to start; \$13.41/hr after 6 months) plus gratuities, portage and commissions.

What's in it for you?

- Competitive Wages
- A fun & friendly workplace culture that embraces diversity
- Cross-training opportunities to grow your skills
- Best staff meal in town and by the way, it's free!
- Complimentary parking on non-restricted days during the off-season
- Comprehensive benefits package
- Flexible working hours (*because we know work-life balance is important to you*)
- Summertime volleyball on Sticky Wicket rooftop, BBQs on our stunning Terrace patio, free themed year-end Gala to thank you
- AURA waterfront restaurant +patio staff discount
- Friends & Family hotel discount (*so you can show off your amazing workplace*)
- Candidate referral bonus
- Industry discounts
- Workshops
- Skill and advancement training programs
- Shower and locker facilities

We won't give you a job. We'll give you a lifestyle.

- **Do you strive for excellence?** It's one of our benchmarks - in relationship, fair business practice and in the standards we uphold.
- **Do you uphold respect?** Respect for guests and colleagues is paramount. It's our foundation for learning and growing.
- **Are you curious?** Seeking to understand and challenge conventional thinking allows us all to find new ways to succeed.
- **Are you responsible?** As stewards and caretakers, we aim to leave a legacy of independence, innovation and responsibility in all we do.

We're looking for people who want a career that defines who they are. Because this is not just a job. It's an expression of your values and ours. We're more chameleons than corporate. More approachable than distant. Yet we're always professional and 100% committed.

We also value innovation. We want people who prefer to count on their inner resources and flexibility over rigid policies and procedures. And in return, we'll treat you as we do our guests: with sincerity, an open mind and respect.

This is a company for real people. Interesting people. People in search of a place to stay and make a difference.

If that's you, let us know.

Summary of Company:

Inn at Laurel Point is an elegant, Pacific Rim-inspired waterfront hotel located downtown on Victoria's Inner Harbour. It was the first carbon-neutral hotel in BC and, Condé Nast Traveler has rated the Inn as one of the top 25 hotels in Canada. For more information visit www.laurelpoint.com.

Thank you for considering Inn at Laurel Point as your employer of choice!