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[COMPANY NAME] JOB DESCRIPTION

Position: Baggage Porters and Bellhops

Job Description:

Handle baggage for travelers at transportation terminals or for guests at hotels or similar establishments.

Job Tasks:

- Assist physically challenged travelers and other guests with special needs.
- Complete baggage insurance forms.
- Greet incoming guests and escort them to their rooms.
- Receive and mark baggage by completing and attaching claim checks.
- Transfer luggage, trunks, and packages to and from rooms, loading areas, vehicles, or transportation terminals, by hand or using baggage carts.
- Act as part of the security team at transportation terminals, hotels, or similar establishments.
- Arrange for shipments of baggage, express mail, and parcels by providing weighing and billing services.
- Compute and complete charge slips for services rendered and maintain records.
- Deliver messages and room service orders, and run errands for guests.
- Explain the operation of room features such as locks, ventilation systems, and televisions.
- Inspect guests' rooms to ensure that they are adequately stocked, orderly, and comfortable.
- Maintain clean lobbies or entrance areas for travelers or guests.
- Page guests in hotel lobbies, dining rooms, or other areas.
- Pick up and return items for laundry and valet service.
- Set up conference rooms, display tables, racks, or shelves, and arrange merchandise displays for sales personnel.
- Supply guests or travelers with directions, travel information, and other information such as available services and points of interest.
- Transport guests about premises and local areas, or arrange for transportation.

Required Knowledge:

- **Customer and Personal Service** -- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Required Skills:

- **Service Orientation** -- Actively looking for ways to help people.
- **Speaking** -- Talking to others to convey information effectively.
- **Active Listening** -- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Abilities Required:

- **Static Strength** -- The ability to exert maximum muscle force to lift, push, pull, or carry objects.
- **Oral Expression** -- The ability to communicate information and ideas in speaking so others will understand.
- **Oral Comprehension** -- The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Stamina** -- The ability to exert yourself physically over long periods of time without getting winded or out of breath.
- **Trunk Strength** -- The ability to use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without 'giving out' or fatiguing.

Job Activities:

- **Assisting and Caring for Others** -- Providing personal assistance, medical attention, emotional support, or other personal care to others such as coworkers, customers, or patients.
- **Performing for or Working Directly with the Public** -- Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
- **Handling and Moving Objects** -- Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.

- **Performing General Physical Activities** -- Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials.
- **Communicating with Persons Outside Organization** -- Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or email.

I _____ acknowledge that I have read and understood this job description for the position of Baggage Porters and Bellhops.

Employee Name: _____

Date: _____

Supervisor Name: _____

Date: _____