



P.O. Box 370, 6447 Holiday Valley, Ellicottville, NY 14731
www.thetamarackclub.com

JOB DESCRIPTION: BELL SERVICES

Position Objective: To aid the guests of the Tamarack Club and Holiday Valley in all aspects of their visit.

This position encompasses the following: **Bell Hop, Car Hop and Ski Hop.**

Reports to: Director of Guest Services (Executive Housekeeper)

Works Closely with: All departments

Major Responsibilities:

1. Greet guests in a warm and friendly manner.
2. Arrange for the guests luggage, car and skis to all be delivered to the appropriate areas.
3. Keep the lobby, ski storage, parking garage and parking lot areas clean and neat.
4. Assist the guests with information about the Tamarack Club, Holiday Valley and the surrounding area.

Other Responsibilities:

1. Understands the nature of our business sometimes demands staff be moved from one department to another for the good of the property. Shifts can change to keep the operation running smoothly.
2. On occasion will be asked to help with housekeeping services.

Qualifications:

1. Self motivated.
2. Strong organizational skills.
3. Approach the position with an open mind and willingness to embrace new technology and methods.
4. Committed to meeting and exceeding guest expectations.
5. Have an eye for detail.
6. Maintains a proper sense of urgency while prioritizing the jobs at hand.

** The duties and responsibilities that are listed are not all inclusive. Other duties may develop, be assigned or assumed in the ever growing and changing atmosphere of the organization.**