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| Position: Valet Attendant / Bell Person | Department: Transportation | Supervisor: Guest Services Manager | |
| Job Titles Supervised: None | Date: 02/02/18 | FLSA: Hourly (Non-Exempt) | Benefits: Eligible if Full Time |

Overview:

The Valet Attendant courteously and safely parks and retrieves guest vehicles, and must have a minimum of 1 year of driving with a valid Driver’s License.

Additional Information:

In order to apply for this position, you must be legally authorized to work in the United States. Upon hire you must complete the I-9 form within the first 3 days of employment.

We expect our employees to approach their work with passion, enthusiasm, and attention to customer satisfaction. We also expect our employees to champion, embrace and live the company values: Fun, Accountability, Concern for Others, Continuous Improvement, and Trust. Our values are at the center of everything we do. We use them as guides to make decisions and chart our course on a daily basis.

Tipped Employee Information (Pursuant to the Fair Labor Standards Act (FLSA))

This is a tipped position; as such, it will pay a cash wage that is less than the regular minimum wage, but is at least the minimum “tipped wage” per hour for your location, per federal, state or local law. Olympia will be claiming an additional amount as a tip credit. This tip credit cannot exceed the difference between the minimum required tipped cash hourly wage for your location, and the corresponding current minimum wage for non-tipped employees. The tip credit claimed by Olympia cannot exceed the amount of tips actually received by the tipped employee, and all tips received by tipped employees are to be retained by the employee, except for a valid tip pooling arrangement limited to employees who customarily and regularly receive tips. The tip credit will not apply to any tipped employee unless the employee has been informed of these tip credit provisions, orally or in writing.

Essential Functions of the Job:

- *Regular attendance and reporting to work on time, ready to begin your shift is an essential function of employment (being tardy places an unfair burden on the team)*
- *Ability to work flexible schedules (including weekends, nights, holidays) to meet hotel/guest needs*
- *Communicating effectively, both verbally and in writing (i.e. use appropriate language, display proper tone, attitude and body language when communicating)*
- *Ability to understand and follow instructions as directed by supervisor/manager*
- **Working Safely** is a condition of employment. All employees must follow the safety policies
- *Performing the job duties as described. (Reasonable accommodations will be considered in accommodating disabilities. If you believe you need an accommodation, please speak with your supervisor, General Manager, or Human Resources)*

Expectations of all Employees:

- ✓ Be polite, courteous and helpful to all guests and coworkers, displaying a positive “can do” attitude while maintaining a high level of professionalism consistent with the company values
- ✓ Acknowledge our guests with a smile and friendly “hello.” Promptly attend to guest needs
- ✓ Comply with all hotel policies and procedures, i.e. Employee Handbook, Conduct Policy, Safety Policy, etc.
- ✓ Comply with guest privacy standards
- ✓ Report to your supervisor or the MOD, ***immediately, all injuries*** occurring while on duty, *no matter how minor.* (Fraud, Dishonesty and False Statements regarding an injury will result in disciplinary action up to and including termination)
- ✓ Act as a safety and security agent by identifying and reporting potential risks to guests and/or employees to the Manager or General Manager
- ✓ Arrive to work on time (follow call-out policy), and in appropriate work attire, (uniform, foot wear and name tag) neat in appearance

- ✓ Complete work in a timely manner and meet productivity standards/expectations
- ✓ Keep work area clean, neat, and well organized
- ✓ Demonstrate a team behavior and attitude of working together effectively to accomplish tasks (even if outside specific job duties)
- ✓ Seek approval from management prior to working overtime (i.e. punching in early or staying beyond scheduled shift)
- ✓ Perform additional duties as assigned

Job Duties and Responsibilities:

- ✓ Maintain a valid driver’s license; report all “moving” violations to the GM within 7 days of the violation
 - ✓ Safely Operate guest and visitor vehicles – park and retrieve upon request
 - ✓ Assist guests with luggage handling (ability to safely lift up to 50 lbs)
 - ✓ Sweep and keep car port area neat and clean, wipe finger prints off entrance doors and windows, empty trash as needed
 - ✓ Assist guest and patrons with information and directions to local venues, restaurant’s etc. (Knowledgeable of restaurants and local attractions)
 - ✓ Assist guest with making alternate transportation reservations (i.e. calling/hailing a cab/taxi)
 - ✓ Escort employees to their vehicles after hours, ensure vehicles are locked
 - ✓ Report any mechanical defects of vehicle to Guest Service Manager/General Manager
- (Note: a requirement of this position is to report all “moving” violations to the GM within 7 days of the violation)***

Skills Required:

Provide high level customer service, communicate effectively with guests and team members, follow instructions, ability to learn quickly, pay attention to detail, and maintain composure when working under pressure; possess and maintain a driving record that meets Olympia Hotel Management’s Driver Evaluation Criteria in order to drive the hotel van

Experience / Education:

Previous valet experience is preferred; minimum of 1 year of driving with a valid Driver’s License; must maintain a valid driver’s license and comply with our DMV guidelines; *(You may request a copy of the DMV guidelines from your General Manager at any time.)* Previous experience driving a van is preferred. Experience in guest service and/or working with the public is helpful; high school diploma and/or equivalent work experience

Performance Measurement:

90 Day performance review, on-going feedback from supervisor, attendance, productivity, feedback from others, Guest Response scores, etc.

Physical Demands:

This is a physically demanding job that requires extended periods of walking, standing, bending, and lifting. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. (See Physical Requirements section for detailed information)

Employee Acknowledgement:

I have received a copy of this job description, have read and understand the expectations and responsibilities. I understand that if I need a reasonable accommodation to perform these job duties, I am to speak with my manager, GM, or Human Resources. I recognize that the company reserves the right to modify this job description based on business needs and that I may be asked to perform additional duties as assigned.

Manager**Date**

Employee Signature**Date**

Physical Requirements of this position

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands: Approximate requirements of time tasks are performed in carrying out job duties.

(To update boxes – place cursor to the left of the box, double click, under “Default Value” click on not checked or unchecked to select the box.)

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| Sitting (Number of hours a worker must be sitting) <input type="checkbox"/> Not an essential function <input checked="" type="checkbox"/> 1-3 hours/day <input type="checkbox"/> 3-7 hours/day <input type="checkbox"/> 7 or more hours/day | Tasks (not an exclusive list) <ul style="list-style-type: none"> Short sprints of sitting while performing duties, i.e. parking cars. |
| Standing (Number of hours standing) <input type="checkbox"/> Not an essential function <input type="checkbox"/> 1-3 hours/day <input checked="" type="checkbox"/> 3-7 hours/day <input type="checkbox"/> 7 or more hours/day | Tasks (not an exclusive list) <ul style="list-style-type: none"> Frequent standing and walking while performing duties. |
| Walking (Number of hours walking) <input type="checkbox"/> Not an essential function <input type="checkbox"/> 1-3 hours/day <input checked="" type="checkbox"/> 3-7 hours/day <input type="checkbox"/> 7 or more hours/day | Tasks (not an exclusive list) <ul style="list-style-type: none"> Frequent standing and walking while performing duties. |
| Bending <input type="checkbox"/> Not an essential function <input type="checkbox"/> Infrequent Bending: 1-120 bends/day (15 bends/hour) <input checked="" type="checkbox"/> Moderate Bending: 121-480 bends/day (1 bend/minute) <input type="checkbox"/> Frequent Bending: 481 or greater bends/day (>1 bend/minute) | Tasks (not an exclusive list) <ul style="list-style-type: none"> Moderate bending while performing duties, i.e. assisting with luggage. |
| Squatting <input type="checkbox"/> Not an essential function <input checked="" type="checkbox"/> Infrequent Squatting: 1-120 squats/day (15 squats/hour) <input type="checkbox"/> Moderate Squatting: 121-480 squats/day (1 squats/minute) <input type="checkbox"/> Frequent Squatting: 481 or greater squats/day (>1squat/minute) | Tasks (not an exclusive list) <ul style="list-style-type: none"> Infrequent squatting while performing duties, i.e. assisting with heavy luggage. |
| Kneeling <input checked="" type="checkbox"/> Not an essential function <input type="checkbox"/> Infrequent Kneeling <input type="checkbox"/> Moderate Kneeling <input type="checkbox"/> Frequent Kneeling | Tasks (not an exclusive list) |



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| Twisting | Tasks (not an exclusive list) |
| <input type="checkbox"/> Not an essential function | <ul style="list-style-type: none"> Moderate twisting while performing duties, i.e. assisting with luggage. |
| <input type="checkbox"/> Infrequent: 1-120 twists/day | |
| <input checked="" type="checkbox"/> Moderate: 121-480 twists/day | |
| <input type="checkbox"/> Frequent: 481 or greater twists/day (>1 twist/minute) | |

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| Lifting Floor to Waist | Tasks (not an exclusive list) |
| <input type="checkbox"/> Not an essential function | <ul style="list-style-type: none"> Moderate lifting while performing duties, i.e. assisting with luggage. |
| <input type="checkbox"/> Infrequent: up to 50 lbs | |
| <input checked="" type="checkbox"/> Moderate: up to 50 lbs | |
| <input type="checkbox"/> Frequent: up to 50 lbs | |

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| Lifting to Waist to Shoulder | Tasks (not an exclusive list) |
| <input type="checkbox"/> Not an essential function | <ul style="list-style-type: none"> Moderate lifting while performing duties, i.e. assisting with luggage. |
| <input type="checkbox"/> Infrequent: up to 30 lbs | |
| <input checked="" type="checkbox"/> Moderate: up to 30 lbs | |
| <input type="checkbox"/> Frequent: up to 30 lbs | |

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| Lifting Overhead | Tasks (not an exclusive list) |
| <input type="checkbox"/> Not an essential function | <ul style="list-style-type: none"> Infrequent lifting over head while performing duties, i.e. assisting with luggage. |
| <input checked="" type="checkbox"/> Infrequent: up to 25 lbs | |
| <input type="checkbox"/> Moderate: up to 25 lbs | |
| <input type="checkbox"/> Frequent: up to 25 lbs | |

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| Pushing / Pulling | Tasks (not an exclusive list) |
| <input type="checkbox"/> Not an essential function | <ul style="list-style-type: none"> Moderate push/pulling while performing duties, i.e. assisting with luggage. |
| <input checked="" type="checkbox"/> 1-3 hours/day | |
| <input type="checkbox"/> 3-7 hours/day | |
| <input type="checkbox"/> 7 or more hours/day | |

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| Wrist / Hand / Fingers Repetitive Movements | Tasks (not an exclusive list) |
| <input type="checkbox"/> Not an essential function | <ul style="list-style-type: none"> Infrequent repetitive motion while performing duties, i.e. assisting with luggage. |
| <input checked="" type="checkbox"/> Infrequent | |
| <input type="checkbox"/> Moderate | |
| <input type="checkbox"/> Frequent | |

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| Cardiovascular - Endurance (Maximum Work-load Required Each Day) | Tasks (not an exclusive list) |
| <input type="checkbox"/> Not an essential function | <ul style="list-style-type: none"> Majority of time spend on feet and in motion. |
| <input type="checkbox"/> Light energy requirements | |
| <input checked="" type="checkbox"/> Moderate energy requirements | |
| <input type="checkbox"/> High energy requirements | |

Manager

Date

Employee Signature

Date