## OLYMPIA HOTEL MANAGEMENT

Position:	Department:		Supervisor:	
Valet Attendant / Bell Person	Transportation		Guest Services M	anager
Job Titles Supervised:	Date:	FLSA: H	ourly	Benefits:
None	02/02/18	(Non-Exe	empt)	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 no later than your first day 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.

**<u>Tipped Employee Information</u>** (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 employee 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 eligible employees. 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, <u>immediately</u>, 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

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- ✓ 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 eligible employees 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.

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 eligible employees to perform the essential functions.

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

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

Sitting (Number of hours a worker must be sitting)	Tasks (not an exclusive list)
Not an essential function	• Short sprits of sitting while performing duties, i.e.
☐ 1-3 hours/day	parking cars.
3-7 hours/day	
7 or more hours/day	

Standing (Number of hours standing)	Tasks (not an exclusive list)
Not an essential function	Frequent standing and walking while performing
1-3 hours/day	duties.
3-7 hours/day	
7 or more hours/day	

Walking (Number of hours walking)	Tasks (not an exclusive list)
Not an essential function	<ul> <li>Frequent standing and walking while performing</li> </ul>
1-3 hours/day	duties.
3-7 hours/day	
7 or more hours/day	

Bending	Tasks (not an exclusive list)
Not an essential function	<ul> <li>Moderate bending while performing duties, i.e.</li> </ul>
Infrequent Bending: 1-120 bends/day (15 bends/hour)	assisting with luggage.
Moderate Bending: 121-480 bends/day (1	
bend/minute)	
Frequent Bending: 481 or greater bends/day (>1	
bend/minute)	

Squatting	Tasks (not an exclusive list)
Not an essential function	Infrequent squatting while performing duties, i.e.
Infrequent Squatting: 1-120 squats/day (15	assisting with heavy luggage.
squats/hour)	
Moderate Squatting: 121-480 squats/day (1	
squats/minute)	
Frequent Squatting: 481 or greater squats/day	
(>1squat/minute)	

Kneeling	Tasks (not an exclusive list)
Not an essential function	
Infrequent Kneeling	
Moderate Kneeling	
Frequent Kneeling	

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Twisting	Tasks (not an exclusive list)	
Not an essential function	Moderate twisting while performing duties, i.e.	
Infrequent: 1-120 twists/day	assisting with luggage.	
Moderate: 121-480 twists/day		
Frequent: 481 or greater twists/day (>1 twist/minute)		
Lifting Floor to Waist	Tasks (not an exclusive list)	
Not an essential function	Moderate lifting while performing duties, i.e.	
Infrequent: up to 50 lbs	assisting with luggage.	
Moderate: up to 50 lbs		
Frequent: up to 50 lbs		
Lifting to Waist to Shoulder	Tasks (not an exclusive list)	
Not an essential function	<ul> <li>Moderate lifting while performing duties, i.e.</li> </ul>	
Infrequent: up to 30 lbs	assisting with luggage.	
Moderate: up to 30 lbs		
Frequent: up to 30 lbs		
Lifting Overhead	Tasks (not an exclusive list)	
Not an essential function	Infrequent lifting over head while performing	
Infrequent: up to 25 lbs	duties, i.e. assisting with luggage.	
Moderate: up to 25 lbs		
Frequent: up to 25 lbs		
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Pushing / Pulling	Tasks (not an exclusive list)	
Not an essential function	<ul> <li>Moderate push/pulling while performing duties,</li> </ul>	
1-3 hours/day	i.e. assisting with luggage.	
3-7 hours/day		
7 or more hours/day		
Wrist / Hand / Fingers Repetitive Movements	Tasks (not an exclusive list)	
Not an essential function	Infrequent repetitive motion while performing	
	<ul> <li>Innequent repetitive motion while performing duties, i.e. assisting with luggage.</li> </ul>	
Infrequent Moderate	duties, i.e. assisting with luggage.	
Frequent		
Cardiovascular - Endurance	Tasks (not an exclusive list)	
(Maximum Work-load Required Each Day)		
Not an essential function	<ul> <li>Majority of time spend on feet and in motion.</li> </ul>	
Light energy requirements		
Moderate energy requirements		
High energy requirements		

Manager

Date

**Employee Signature** 

Date