



Doorperson

Role Summary

Reporting to the Guest Reception leadership team, the Doorperson is the first point of contact to all new guests. A smile and warm greeting is what our guests will receive. As a Doorperson, your engaging personality will make a lasting impression when our guests arrive at the hotel.

Accountabilities

- Open car doors for arriving and departing guests while greeting them warmly
- Open doors and assist guests/visitors entering and leaving property
- Consistently offer professional, friendly and engaging service
- Assist with the loading and unloading of luggage to and from guest vehicles
- Assist guests regarding hotel facilities in an informative and helpful way
- Follow departmental policies, procedures and service standards
- Welcome and acknowledge all guests, anticipate and address guests' service needs, assist individuals with disabilities, and thank guests with genuine appreciation
- Speak with others using clear and professional language, and answer telephones using appropriate etiquette
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required
- Other duties as assigned

Requirements

- Previous customer related experience an asset
- Excellent communication skills and a professional presentation
- Strong interpersonal and problem solving abilities
- Highly responsible & reliable
- Ability to work well under pressure in a fast paced environment
- Ability to work cohesively with fellow colleagues as part of a team
- Ability to focus attention on guest needs, remaining calm and courteous at all times

Working Conditions

- Must be able to work flexible hours including evenings, weekends and holidays
- Required to move, lift, carry, pull and place objects weighing less than or equal to 50 pounds without assistance
- Stand, sit or walk for an extended period of time or for an entire shift
- Reach overhead and below the knees, including bending, twisting and pulling

JW Marriott The Rosseau Muskoka Resort & Spa is an equal opportunity employer committed to hiring a diverse workforce. Upon request by the applicant, accommodation options will be available in the local area.