

# THE WESTIN

RESORT & SPA  
WHISTLER

## POSITION DESCRIPTION

**POSITION TITLE:** Service Express Attendant

**REPORTS TO:** Bell Captain

**SUPERVISES:** n/a

**UPDATED:** March 2016

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### OVERVIEW:

The Service Express Attendant will primarily be responsible for assisting all guests and patrons with their luggage from the driveway to reception, and from reception to their room. The attendant will also be required to job share with the Service Express Agents and to drive the hotel shuttle within the Whistler vicinity.

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### MAJOR DUTIES & RESPONSIBILITIES:

- Assist all guests and patrons with the removal of baggage from vehicles to a luggage cart
- Escort guests with their baggage from the doorway to the reception area and to guest rooms
- Drive guests within Whistler in the hotel shuttle
- Exemplify exceptional people skills and communication skills
- Maintain the appearance of the lobby and driveway area
- Handle difficult situations effectively, keeping immediate supervisor informed of any problems
- Maintain knowledge of all in room equipment and operating procedures
- Control security measures by observing and reporting any unusual activities and potential problems
- Suggest the use of outlets and services on the property
- Strive to become and remain proficient with all hotel services and packages

## **MAJOR DUTIES & RESPONSIBILITIES CONT'D...**

- Comply with WRS's Occupational Health and Safety Program and the Regulations of WorkSafeBC
  - Report any unsafe conditions, practices or injuries to their supervisor as soon as possible
  - Set a good safety example
  - All other duties as required
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## **SKILLS AND EXPERIENCE:**

- Must be able to build and maintain credibility and relationships with customers (internal and external)
  - Detailed knowledge of Whistler area and available services
  - Strong communication skills, both verbal and written, and a passion for dealing with and emotionally connecting with others
  - Basic computer knowledge
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## **GENERAL REQUIREMENTS:**

- Must have a valid British Columbia Class 5 drivers license
  - Must have a clean Driver's Abstract
  - Heavy lifting will be expected: Attendants should be capable of lifting up to 75lb to waist level
  - Lifting items up to or above 40lbs above the waist onto luggage carts, bell storage area, and guest vehicles
  - Must be able to push and pull carts and equipment weighing up to 250 lbs. on a regular and continuing basis
  - Attendants will be required to remain standing for an eight hour shift (both indoors and outdoors)
  - Attendants may require extensive walking, transporting guest items from lobby to their guest rooms
  - Requires manual dexterity to use and operate all necessary equipment
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