



The Library Hotel Collection is always seeking the most kind and gracious service professionals to join our team. In 2017, Aria Hotel Budapest by Library Hotel Collection was voted No. 1 Hotel in the World by TripAdvisor's Travelers' Choice Awards. If you have a passion for hospitality and love to help making people happy, we would be delighted to consider you for one of the open positions at the Aria Hotel Budapest. We are now accepting applications for the following position:

Bellman, Doorman, Valet Server

The new colleague has a primary responsibility for the successful operation and administration of the Front Office department.

Job purpose: A Bellman's main duty is carrying luggage for the guests as they come to or leave the hotel. He should also attend the main entrance door and welcome/farewell guests, arrange and manage transfers, help guests with directions and perform as the first and last impression for them. Upon check-in, escorting guest to their respective rooms and explaining the rooms' features is also a daily task.

Requirements: A guest's first and last interaction with a hotel staff member may be the bellman/doorman. Welcoming manner, positive attitude and excellent communication skills are required for the role.

Key duties and responsibilities:

- Opening the front door for guests, direct them to the check-in desk
- Show the checked in guests to their rooms, make sure that everything in the room is in order (check the lights, ventilation, and heating)
- If any equipment is not working properly, report this to the maintenance department so that it can be repaired
- Introduce the features of the room to the guests, explain them how to use the air conditioning system, audiovisual systems and equipment, electronic "do not disturb sign" system, coffee making unit, minibar and telephone.
- Give guests information about directions, the hotel, hotel area and local tourist attractions
- When guests have checked out offer assistance with luggage (store it or carry to the vehicle)
- Giving directions to places of interest, sightseeings, shopping areas
- Ensure that each piece of luggage stored has an Aria Hotel Budapest luggage tag (filled in properly as per Hotel standards) on and the owner of the luggage receives the other part of the luggage tag
- Delivers all guest messages/faxes/letters/parcels to the guestrooms



- Run errands requested by the Front Desk staff (eg. buying theatre or opera tickets)
- Loading and unloading luggage from/to the vehicles
- Coordinate the traffic of vehicles in front of the hotel (guests' cars, limousines, taxis, minivans, buses)
- Provide car valet service: drive the guests' cars to and back from the Hotel's designated outsourced garage
- Maintain good relationship with all the departments of the hotel
- Follow all health & safety policies
- Implement, maintain and continue to improve departmental policies, procedures and service standards
- Carry out any other duties requested by Front Desk Agents or Front Office Manager
- Responsible for maintaining a clean and tidy work area at all times (including the lobby and the area of the hotel entrance)
- Attend all meetings and trainings assigned by the Front Office Manager

Skills and Specifications

- Good communication skills
- Good interpersonal skills
- Customer service skills
- Clean-cut, presentable appearance and well groomed
- Good team-player
- Very attentive and be able to think on his feet
- Extremely agile as the job demands speed and efficiency in its execution

Education and Qualifications

- Good command of English, second language is an asset
- Driving licence category B is a must
- Completed high school education that is equivalent to a grade 12 education
- Statement of full-clean criminal record

If you wish to apply to this position, please submit your CV via istvan@ariahotelbudapest.com