

## Bell Captain

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Company: Marriott

Location: Sydney

Category: Other-General

**\*\*Job Number\*\*** 22204198 **\*\*Job Category\*\*** Rooms & Guest Services Operations**\*\*Location\*\*** Sheraton Grand Sydney Hyde Park, 161 Elizabeth Street, Sydney, NEW SOUTH WALES, Australia **\*\*Schedule\*\*** Full-Time**\*\*Located Remotely?\*\***N **\*\*Relocation?\*\*** N **\*\*Position Type\*\*** Non-Management**\*\*Position Summary:\*\*** The Bell Captain is required to ensure all guest's and associate needs, queries and problems are anticipated and resolved in a timely manner, plus be responsive to requests/instructions of Manger on Duty- Concierge/ Bell Desk/ Chief Concierge and Front Office Manager. **\*\*Core Activities:\*\***+ Attend all rostered shifts including shift work and weekend work in accordance with rosters.

+ Be familiar and knowledgeable of daily events, promotions, V.I.

P.'s, opening hours and menus of Restaurants.

+ Knowledge of Hotel facilities, services and local area and attractions. + Liaison between guests and Tour Operators.

+ Maintain an up-to-date knowledge of transport and tour services. + Effectively communicate by disseminating information to associated departments.

+ Accommodate any and all guest's needs and requests. Ethically Utilize industry contacts to satisfy guest needs.

+ Be pro-actively involved in the hotel's operation and assist Driveway, Bell Desk and Front Desk during periods of peak times. + Keeping up-to-date with any events within the hotel.

+ Conduct performance counselling with associates as required. + To work as and where directed by Management plus follow all reasonable requests.

**\*\*Preferred Attributes and Qualifications:\*\*** + Previous experience in similar role + Excellent Customer Service Skills + Capable knowledge of Opera PMS+ Proven ability to work under pressure \_Marriott International is an equal opportunity employer. We believe in hiring a diverse workforce and sustaining an inclusive, people-first culture.

We are committed to non-discrimination on any protected basis, such as disability and veteran status, or any other basis covered under applicable law.\_ When you join the Sheraton family, you become a member of its global community.

We've been a place to gather and connect since 1937. At Sheraton, associates create a sense of belonging in more than 400 communities around the world.

We welcome guests through engaging experiences and thoughtful service. If you're a team player who is excited to deliver a meaningful guest experiences, we encourage you to explore your next career opportunity with Sheraton.

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