

LUGGAGE PORTER

Brief Description of the Hotel

Le Gray - a Campbell GRAY Hotel, member of The Leading Hotels of the World - is a contemporary-classic that stands out among luxury hotels in Beirut with its location in the historical downtown. By day, the Mediterranean sparkles in front with the peaks of Mount Lebanon in the distance. By night, Beirut's joie de vivre is right at your doorstep.

Brief Job Description

Under the direction of the Head Concierge, Concierge, and Luggage-Porter/Doormen Supervisor, within the limits of Le Gray policies and procedures, to deal with guest luggage, on arrival and departure, storage of luggage and equipment and to provide an efficient and friendly service to our guests in respect of general hotel security and guest relations.

Duties & Responsibilities

- Relieve guests of their luggage on arrival.
- Relieve guests of their coats, bags, umbrellas and other general items for storage and safe keeping in the cloakroom-luggage room area.
- Deliver messages, faxes, and packages for guests and to undertake any other requests in order to ensure their comfort.
- Transport departing guests luggage from the room to the lobby, then into a car or taxi, ensuring that the guest has verified that all luggage has been accounted for
- Ensure that luggage has been stored safely according to prescribed procedure.
- Deliver luggage to guest rooms as desired.
- Page guests as required, according to the prescribed procedure.
- Assist the doorman and valet parking attendant in parking guests' cars in the hotels allocated parking spaces.
- Greet and welcome guests with the appropriate greeting of the day and direct them personally to the reception desk.
- Ensure guest satisfaction by performing such duties as attending to their requests and inquiries courteously and efficiently, and accepting changes or additions in work hours, which are necessary for the maintenance of uninterrupted service to hotel guests and patrons.

Requirements

- Excellent hospitality skills
- Fluency in English and Arabic, French is a plus
- Flexible schedule

How to Apply

- Send your CV to Humanresources@legray.com