

## **PART TIME BELLMAN AT THE EPIPHANY HOTEL**

\$11/hour

Apply using this link:

<http://ch.tbe.taleo.net/CH02/ats/careers/requisition.jsp?org=JDVHOSPITALITY&cws=43&rid=7006>

We are currently looking for a talented Bellman for The Epiphany Hotel, the newest boutique hotel in the heart of downtown Palo Alto. The essential bellman will have a dynamic personality and genuinely enjoy serving others. A genuine “can-do” attitude is a must.

### **PROPERTY OVERVIEW**

The Epiphany Hotel - unique luxury boutique hotel - is located right in the heart of downtown Palo Alto and opened doors in February 2014. With 86 rooms, full restaurant and bar, innovative meeting space, and roof top hospitality suites; The Epiphany showcases the best of Joie de Vivre’s creativity towards innovation and design aesthetic. This property will harness the entrepreneurial passion and enthusiasm of Silicon Valley, while offering an unforgettable guest experience.

### **COMPANY OVERVIEW**

We are an international hotel management company with a leading portfolio of transformative, boldly innovative boutique hotel and resort brands. We create the kind of distinct experiences that can transform your day, your trip, or even your life. Currently, in the midst of ambitious national expansion, Commune plans to add 20 more properties by 2015 through management agreements, joint ventures and acquisitions.

Take a look at what we’ve created so far:

- Joie de Vivre—our hip collection of hotels that focus on the quirky and the local.
- Thompson Hotels—urban and sophisticated properties that appeal to the modern nomad.
- Tommie—a design-centric, value-conscious line of hotels in gateway cities internationally.

At Commune, we are passionate about our culture and proud to hire high performing individuals that are aligned with our purpose – *Creating Transformative Experiences that Inspire the Human Spirit.*

### **WHO WILL LOVE THIS POSITION?**

- You are an outgoing person who loves to smile and enjoys interacting with people.
- You enjoy teamwork and can work effectively with an array of people.
- You have an eye for detail and passion for service.
- You are confident and capable of thinking on your feet.
- You enjoy an active work environment and being on your feet.
- Your schedule is flexible and you are available to work nights, weekend, and holidays.

### **POSITION PROFILE:**

- Consistently provide prompt, courteous guest service which is critical in creating both the first and last impression guests have of the hotel.
- The position requires active involvement with our guests in the lobby, and direct involvement with the hotel doorman to ensure a smooth and consistent check-in and check-out.
- Capable of performing a full check-in, and check-out process at the front desk.
- Assist all departments with deliveries when necessary.

With this job, you will have the opportunity to make a difference in the lives of our guests, employees, investors and communities. We are looking for someone that understands what it means to live **The Spirit of Commune** and believes in our culture as much as we do. You will also have the following minimum job requirements:

#### **QUALIFICATIONS/SKILLS:**

##### **ESSENTIAL:**

- Ability to satisfactorily communicate in English (speak, read, write) with guests, co-workers and management to their understanding.
- Ability to perform assigned duties with attention to detail, speed, accuracy, follow-through, courtesy, cooperativeness and work with a minimum of supervision.
- Ability to read English to a degree sufficient to ascertain information from luggage tags, and claim checks to write numbers and names on claim checks and rooming lists.
- Ability to effectively deal with internal and external customers, some of whom will require high levels of patience, tact, and diplomacy to defuse anger.
- Ability to work well under pressure of check-in/check-out of guests and handle multiple tasks
- Punctuality and regular and reliable attendance.
- Interpersonal skills and the ability to work well with co-workers and the public.

##### **DESIREABLE:**

- Previous guest relations training
- High school graduate or equivalent