



**OAK BAY**  
BEACH HOTEL

## **Bell Captain**

Reporting to the Chef Concierge, the Bell Captain is the lead for our Valet team. They will be expected to perform all duties of a valet as well as assist with the training and leadership of our Valet team.

### **Responsibilities**

- Ensure guests are greeted upon arrival in a professional and friendly manner and offer assistance at all times.
- Monitor the activities of the Valets, ensuring that consistent professional service is provided
- Maintain an open and communicative relationship with all Front Office and Oak Bay Beach Hotel employees
- Handle all messages, mails and packages for guest and employees, ensuring they are delivered at the appropriate time and stored if necessary in a systematic and efficient way
- Maintain an up to date knowledge of the hotel services and communicate this to subordinates so they can supply information and respond to guest queries.
- Assist with the creation of weekly schedule based on business volume.
- Other duties as assigned

### **Qualifications**

- Previous experience as a valet in a luxury hotel environment is required
- Previous leadership experience is required
- Valid class 5 drivers license and a clean driving record
- Demonstrated strong leadership, team, and communication skills are essential.
- Effective communication capabilities demonstrating sound judgment.
- Shift work is expected including evenings and weekends.
- All other duties as assigned

### **Physical Aspects of Position:**

- Continuous walking, bending and lifting up to 50lbs

Oak Bay Beach Hotel is a luxury, boutique resort in the heart of historic Oak Bay, Victoria. Our vision is to provide service that is second to none while still maintaining a workplace that is relaxed, approachable, and inclusive. Along with competitive compensation, our team members receive perks such as complimentary parking, health benefits, and a daily staff meal plan. If you are interested in joining our amazing team then we have a fantastic opportunity for you.