

Bellhop Job Description

A comprehensive job description template
for Australian hotels and accommodation businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and hospitality industry practices at the time of publication. You should review and tailor this template to suit your business, hotel type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Bellhop / Bell Attendant / Porter

1.2 Position Summary

The Bellhop is responsible for providing warm welcomes to arriving guests, assisting with luggage transportation, escorting guests to rooms, coordinating valet parking services and performing porter duties throughout the hotel. This role is the first point of physical assistance for guests and contributes significantly to positive first impressions.

The position requires physical fitness, excellent customer service skills, knowledge of hotel facilities and local area, ability to handle guest belongings with care and commitment to providing friendly, efficient service that enhances the overall guest experience from arrival to departure.

1.3 Reporting Structure

This position reports to:

- Chief Concierge / Head Bellhop
- Front Office Manager / Guest Services Manager
- Hotel Manager / General Manager

1.4 Employment Type

This position is available as:

- Casual (variable hours based on hotel occupancy)
- Part-time (regular rostered hours)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Luggage Handling and Transportation

- Greet arriving guests at hotel entrance and offer luggage assistance
- Load and unload luggage from vehicles
- Transport luggage to guest rooms using trolleys and luggage carts
- Handle guest belongings with care and attention
- Assist departing guests with luggage retrieval and loading
- Store luggage securely for early arrivals or late departures
- Tag and track luggage to ensure accurate delivery

2.2 Guest Escort Services

- Escort guests to their rooms upon arrival
- Explain room features, facilities and equipment
- Demonstrate use of air conditioning, TV, safe and other amenities
- Provide information about hotel facilities and operating hours
- Answer guest questions about the hotel and local area
- Ensure guest is comfortable before departing

2.3 Valet Parking Coordination

- Coordinate with valet parking service for guest vehicles
- Communicate parking arrangements to guests
- Assist with vehicle retrievals for departing guests
- Provide directions to self-parking facilities
- Coordinate taxi and rideshare pickups
- Open car doors and assist guests with entering/exiting vehicles

2.4 Porter and Delivery Services

- Deliver newspapers, packages and mail to guest rooms
- Transport items between hotel departments as requested
- Deliver extra amenities (pillows, blankets, cribs) to rooms
- Assist with moving furniture or equipment when required
- Deliver flowers, gifts and special deliveries to guests
- Transport guest purchases from shops to rooms

2.5 Hotel Information and Directions

- Provide directions to hotel facilities (restaurant, gym, pool, etc.)
- Offer local area recommendations and directions
- Advise on nearby attractions, dining and entertainment options
- Provide transport information and timetables
- Distribute hotel information materials and maps
- Keep informed about local events and activities

2.6 Lobby and Entrance Management

- Maintain presence at hotel entrance during busy periods
- Open doors for arriving and departing guests
- Monitor luggage storage area for security
- Keep lobby entrance clean and presentable

- Arrange seating for waiting guests
- Assist guests with taxis and transportation arrangements

2.7 Guest Services Support

- Respond to guest requests promptly and professionally
- Communicate guest needs to appropriate departments
- Assist guests with disabilities or special requirements
- Help guests with umbrellas during inclement weather
- Provide general assistance to enhance guest experience
- Report guest feedback and concerns to management

3. Required Skills and Attributes

3.1 Essential Skills

Customer Service Excellence

Warm, welcoming personality with genuine hospitality spirit. Ability to create positive first impressions. Excellent communication and interpersonal skills. Friendly, approachable demeanor. Ability to engage guests in conversation appropriately.

Physical Fitness

Physical strength and stamina for lifting and carrying heavy luggage. Ability to push luggage carts and trolleys. Comfortable standing and walking for extended periods. Capability to work outdoors in various weather conditions.

Local Knowledge

Good understanding of local area including attractions, restaurants and transport. Knowledge of hotel facilities and services. Awareness of current events and activities. Ability to provide helpful recommendations.

Organisational Skills

Ability to manage multiple tasks simultaneously. Efficient prioritisation during busy arrival/departure periods. Attention to detail in luggage handling and tracking. Effective coordination with other hotel departments.

3.2 Personal Attributes

- Professional, polished appearance
- Friendly and outgoing personality
- Positive and enthusiastic attitude
- Reliable and punctual
- Honest and trustworthy
- Respectful of guest privacy and belongings
- Flexibility to work varied shifts
- Team player who supports colleagues
- Comfortable working in all weather conditions

- Pride in appearance and service

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Physical ability to lift and carry heavy luggage (up to 20-30kg)
- Ability to work flexible roster including early mornings, late nights, weekends and public holidays
- Professional presentation and grooming
- Valid driver's license preferred (for valet services)

4.2 Desirable Qualifications

- Previous hotel or customer service experience
- Certificate III in Hospitality or similar
- Local area knowledge and familiarity
- Additional language skills
- First aid certificate
- Manual handling training

4.3 Experience

Previous hospitality or customer service experience is preferred but not essential. Training will be provided to suitable candidates who demonstrate strong customer service orientation, physical fitness and professional presentation. The role is ideal for individuals who enjoy helping people and working in a dynamic hotel environment.

5. Working Conditions

5.1 Hours of Work

- Variable shifts including morning, afternoon and evening
- Regular work on weekends and public holidays
- Shift lengths typically 6-8 hours
- Peak periods during check-in and check-out times
- Roster provided in advance as per award requirements
- On-call requirements during special events

5.2 Physical Requirements

- Lifting and carrying heavy luggage frequently (15-30kg)
- Pushing and pulling loaded luggage carts
- Standing and walking for entire shift duration

- Bending, reaching and kneeling regularly
- Working outdoors in all weather conditions
- Climbing stairs with luggage when required

5.3 Work Environment

- Hotel entrance, lobby and outdoor areas
- Exposure to weather conditions (sun, rain, cold)
- Indoor hotel corridors and guest floors
- Constant interaction with guests and hotel staff
- Fast-paced during peak arrival/departure periods
- May include luggage storage and back-of-house areas

5.4 Uniform and Presentation

- Distinctive uniform provided by hotel (typically formal attire)
- Immaculate presentation required at all times
- Polished closed footwear suitable for all weather
- Minimal jewellery and conservative accessories
- Well-groomed hair and facial hair
- Name badge to be worn during all shifts

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Hospitality Industry (General) Award 2020 (MA000009). The award sets minimum pay rates, penalty rates, allowances and conditions for employees in hotels and accommodation businesses.

6.2 Classification Level

Bellhops are generally classified under the award as:

- Level 2: Bellhop/Porter performing standard luggage and porter duties
- Level 3: Experienced bellhop with additional responsibilities or training duties
- Level 4: Senior bellhop or bell captain with supervisory responsibilities

The specific classification level will be determined based on the duties performed, experience and responsibilities of the successful candidate.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: Higher rates apply (varies by employment type)

- Sunday: Premium rate applies
- Public holidays: Premium rate applies
- Early morning or late night work: May attract allowances

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the Hospitality Industry (General) Award 2020 for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Greet every guest warmly and professionally
- Handle guest belongings with utmost care
- Maintain honesty and integrity at all times
- Respect guest privacy and confidentiality
- Follow all hotel policies and procedures
- Arrive punctually in full uniform

7.2 Service Standards

- Provide prompt, efficient luggage service
- Anticipate guest needs and offer assistance proactively
- Maintain friendly, courteous demeanor at all times
- Handle complaints and concerns professionally
- Ensure guest comfort and satisfaction
- Go above and beyond to enhance guest experience

7.3 Safety and Care

- Use safe lifting and manual handling techniques
- Ensure luggage is secure during transport
- Report damaged or suspicious luggage
- Follow security procedures for luggage storage
- Maintain awareness of surroundings and safety hazards
- Report accidents or incidents immediately

7.4 Teamwork and Communication

- Work cooperatively with front desk and concierge teams
- Communicate guest needs to appropriate departments
- Support colleagues during busy periods
- Share local knowledge and recommendations
- Participate positively in team meetings

- Accept feedback and continuously improve

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Cover letter outlining customer service experience and availability
- Copy of driver's license (if applicable)
- Copies of relevant certificates
- Contact details for two referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial interview to assess presentation and communication
- Property tour and role demonstration
- Physical capability assessment
- Reference checks
- Police check

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the hotel.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____