

Valet Attendant 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

Valet Attendant / Valet Parking Attendant / Car Valet

1.2 Position Summary

The Valet Attendant is responsible for providing professional vehicle parking services for hotel guests. This role involves greeting guests on arrival, safely parking their vehicles, maintaining vehicle keys securely and retrieving vehicles efficiently upon guest departure. The position requires excellent customer service, safe driving skills and the ability to handle a variety of vehicle types in all weather conditions.

The Valet Attendant creates the first and last impression for guests visiting the hotel. The position requires a current driver's licence, clean driving record, excellent spatial awareness and the ability to remain calm and professional while managing multiple vehicle movements during busy arrival and departure periods.

1.3 Reporting Structure

This position reports to:

- Front Office Manager
- Concierge / Chief Concierge
- Valet Supervisor (if applicable)

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 Guest Vehicle Reception

- Greet arriving guests warmly at hotel entrance
- Open vehicle doors and assist guests with exiting
- Offer valet parking services and explain procedures
- Receive vehicle keys and issue claim tickets
- Complete vehicle condition inspection before parking
- Note any existing damage or concerns on inspection form
- Provide estimated retrieval times to guests
- Direct guests to hotel entrance and reception

2.2 Vehicle Parking and Storage

- Drive guest vehicles safely to designated parking areas
- Park vehicles in allocated spaces efficiently to maximise capacity
- Adjust mirrors, seats and settings carefully when driving
- Ensure all windows are closed and vehicles are locked
- Handle manual and automatic transmissions competently
- Navigate parking structures and tight spaces safely
- Park high-value or luxury vehicles in premium areas
- Maintain awareness of parking space availability

2.3 Key and Documentation Management

- Tag vehicle keys with room number and vehicle details
- Store keys securely in lockable key management system
- Maintain accurate records of parked vehicles
- Log parking and retrieval times
- Update parking status in hotel system
- Ensure claim tickets are issued to all guests
- Match claim tickets with keys upon vehicle retrieval
- Maintain confidentiality of guest information

2.4 Vehicle Retrieval and Departure

- Respond promptly to vehicle retrieval requests
- Verify claim tickets or guest identification
- Locate and retrieve guest vehicles efficiently
- Conduct departure vehicle inspection
- Drive vehicles to hotel entrance for guest collection
- Return vehicle in same condition with appropriate climate settings
- Assist guests with loading luggage if required
- Provide directions and travel assistance when requested

2.5 Entrance and Forecourt Management

- Monitor hotel entrance and driveway for arriving vehicles
- Manage vehicle flow during busy periods to prevent congestion
- Direct self-parking guests to parking facilities
- Keep entrance area clear and accessible
- Coordinate with taxi and ride-share services
- Assist guests with wheelchairs and mobility requirements

- Maintain clean and tidy forecourt area

2.6 Vehicle Care and Maintenance

- Handle all vehicles with care and respect
- Report any vehicle damage or concerns immediately
- Notify guests of low fuel, warning lights or issues
- Keep vehicle interiors clean (remove visible debris if appropriate)
- Protect vehicles from weather damage when possible
- Ensure vehicles are secured properly after parking
- Coordinate with maintenance if parking equipment needs repair

2.7 Safety and Risk Management

- Follow safe driving practices at all times
- Comply with road rules and speed limits in parking areas
- Perform pre-drive checks of mirrors, brakes and controls
- Report accidents or incidents immediately to management
- Complete incident reports with full documentation
- Maintain awareness of pedestrians and other vehicles
- Follow emergency procedures during evacuations
- Monitor parking areas for security concerns

3. Required Skills and Attributes

3.1 Essential Skills

Driving Competency and Vehicle Handling

Advanced driving skills with ability to handle various vehicle types including manual transmission, luxury vehicles, SUVs and sports cars. Excellent spatial awareness and parking precision. Confidence driving in tight spaces and multi-level car parks. Understanding of vehicle operations and controls.

Customer Service Excellence

Professional, courteous demeanour with genuine care for guest experience. Excellent interpersonal communication. Ability to remain calm and helpful during busy periods. Understanding that vehicle handling creates lasting impressions on guests.

Safety Awareness and Responsibility

Strong commitment to safety for guests, vehicles and self. Defensive driving mindset. Awareness of risks and hazards. Careful attention to vehicle condition before and after parking. Responsibility and accountability for valuable guest property.

Organisation and Efficiency

Systematic approach to key management and vehicle tracking. Ability to work efficiently during peak periods. Good memory for vehicle locations and features. Time management to ensure prompt vehicle retrieval.

3.2 Personal Attributes

- Professional appearance and grooming
- Friendly, helpful personality
- Trustworthy and honest
- Reliable and punctual
- Physically fit and active
- Calm under pressure
- Attention to detail
- Respectful of guest property
- Team player
- Flexible regarding work hours

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Current full Australian driver's licence (Open licence, not provisional)
- Clean driving record with no major traffic offences
- Minimum 2 years driving experience
- Ability to drive manual transmission vehicles
- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Physical fitness to walk, stand and drive for extended periods
- Ability to work flexible roster including weekends and public holidays

4.2 Desirable Qualifications

- Previous valet or professional driving experience
- Experience in luxury hotels or high-end venues
- Experience driving premium or luxury vehicles
- Customer service training or hospitality experience
- First Aid certificate
- Defensive driving course completion

4.3 Experience

Previous experience in valet services, professional driving or hospitality is highly desirable. Candidates must demonstrate a proven track record of safe driving and be comfortable handling expensive vehicles.

Experience working in customer-facing roles is advantageous. Entry-level candidates with excellent driving skills and customer service aptitude may be considered with appropriate training.

5. Working Conditions

5.1 Hours of Work

- Shifts aligned with check-in and check-out periods
- Regular work on weekends and public holidays
- Evening shifts for dinner and event services
- Early morning and late evening shifts as required
- Shift lengths typically 6-8 hours
- Peak periods during hotel busy seasons and special events

5.2 Physical Requirements

- Sitting for periods while driving
- Standing and walking throughout shift
- Getting in and out of vehicles repeatedly
- Running or walking quickly to retrieve vehicles
- Physical agility and coordination
- Good eyesight (corrected vision acceptable)
- Ability to work in various weather conditions

5.3 Work Environment

- Outdoor work at hotel entrance and driveway
- Exposure to weather conditions (sun, rain, wind, cold)
- Indoor parking structures and garages
- Fast-paced during peak arrival and departure times
- Exposure to vehicle exhaust fumes
- Interaction with guests, hotel staff and management
- May involve working alone during quiet periods

5.4 Uniform and Presentation

- Uniform provided (typically smart casual or formal attire)
- Professional grooming standards at all times
- Closed, polished professional footwear
- Weather-appropriate outer garments (jacket, raincoat)
- Name badge worn during all shifts
- Neat, tidy appearance representing hotel brand

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, motels and other accommodation businesses.

6.2 Classification Level

Valet Attendants are generally classified under the award as:

- Level 2: Valet attendant with standard parking duties
- Level 3: Experienced valet with additional responsibilities or specialist vehicle handling

The specific classification level will be determined based on the duties performed, driving expertise and experience level.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Evening work (after 7pm): Additional loading may apply
- Saturday: Higher rates apply (varies by employment type)
- Sunday: Premium rate applies
- Public holidays: Premium rate applies
- Early morning starts: Allowances may apply

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

- Treat all guests with courtesy, respect and professionalism
- Handle guest vehicles with utmost care and responsibility
- Maintain confidentiality regarding guest information
- Follow hotel policies and safety procedures
- Arrive on time in full, clean uniform
- Notify management immediately of any issues or concerns

7.2 Service Standards

- Greet every guest warmly and professionally
- Provide efficient, prompt vehicle parking and retrieval

- Offer assistance with doors, luggage and directions
- Maintain calm, helpful demeanour during busy periods
- Respond to guest requests positively
- Represent the hotel brand with pride

7.3 Safety and Vehicle Care

- Drive all vehicles safely and defensively
- Follow speed limits and traffic rules at all times
- Complete vehicle inspections thoroughly
- Report any damage or incidents immediately
- Never use mobile phones while driving
- Maintain secure key management practices

7.4 Teamwork and Communication

- Communicate effectively with front desk and concierge
- Support colleagues during peak periods
- Share information about parking availability
- Participate positively in team briefings
- Accept feedback and implement improvements
- Assist with training new valet attendants

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Copy of current driver's licence
- Driving history report (recent)
- Cover letter outlining driving experience and availability
- Contact details for two professional referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial interview to discuss experience and availability
- Driving assessment with various vehicle types
- Licence and driving history verification
- 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: ____ / ____ / ____