

approved

## **STUDENT LABOR POSITION DESCRIPTION**

### **Boone Tavern**

Most Recently Updated 04/02/99

Position Title: Student Bellhop Team Leader  
Must work 10 hrs/wk.

#### **I. Grade Level: 4**

#### **II. Description:**

##### **A.** The following are the essential duties for a Bellhop Lead in Boone Tavern:

1. Be responsible for cleanliness and appearance of public areas of building, inside and out, including restrooms: clean brass, windows, vacuum floors, pick up floors.
2. Roll out luggage cart and help guests checking in and out take luggage in and out of cars.
3. Respond to guest questions, assist with reception, interact with customers as student wait staff do, for conversation and to introduce and welcome guests to College.
4. Train bellhops.
5. Model self-starting and initiative-taking behavior desired in bellhops.
6. Communicate between Front Desk Supervisor and bellhops.
7. Perform other job-related duties as assigned.

##### **B.** The following are *possible additional* duties for this position:

1. Work in dining room as wait staff or in kitchen if prior experience.
2. Vacuum dining room.
3. Provide room service.
4. Change lights, change locks, do other light maintenance.
5. See that the workplace and environs are clean.

#### **III. Learning Opportunities:**

- A.** Develop the attributes appropriate to Grade 4 positions: an understanding of relations between individuals, institutions, and processes; comprehension of job-related values, realities, and goals; a commitment to service; and the ability to articulate and interpret observations, experiences, and understanding.
- B.** More developed sense of customer service.
- C.** Increased knowledge of College.
- D.** Much increased sense of responsibility for cleanliness and overall "look" of Boone Tavern, as well as how all parts of Boone Tavern operation fit together for complete customer service.
- E.** Supervisory and training skills.

#### **IV. Basic Qualifications:**

- A. General: Responsible, punctual, self-starter, a person who looks for tasks which can be done; ability to work without direct supervision.
- B. Skill: Interpersonal skills,
- C. Physical: Ability to lift up to 50 pounds, climb stairs, run vacuum cleaner, climb up and down ladders (window-cleaning).
- D. Academic: none.

**V. Desirable Qualifications:**  
Prior experience as bellhop.

**VI. Narrative Summary:**  
Student trained junior workers working as bellhops, as well as took personal responsibility for cleanliness and appearance of public areas of building, inside and out, including restrooms, cleaning brass and windows, and vacuuming floors. Student rolled out luggage cart and helped guests with luggage to their cars. Student conversed with guests, welcoming them and answering questions. Student may have worked in dining room as wait staff or in kitchen, provided room service and done light general maintenance and repairs. Student served as liaison between bellhops and front desk.

Student Bellhop Team Leader, P