

Brookstreet Hotel, Ottawa's leading restaurant, spa, conference and wedding. Working at Brookstreet means redefining the hospitality experience in Ottawa where we deliver sensational service, beyond the bounds of a typical hotel chain.

The Valet will be responsible for providing our guests with a positive first and last impression, and will provide consistently sensational service. Responsibilities will include handling guest requirements, giving accurate directions and necessary information to guests, assisting with guest luggage, providing assistance loading and unloading luggage from tour-buses and vehicles, valet parking guest vehicles, delivering messages, parcels and guest amenities. The Valet will explain the services available in the hotel and guide guests to the check-in area or direct them to their destination. Their mission is to exceed any expectations that our guests may have & provide professional guest service at all times.

Requirements

- Excellent communication and organizational skills, able to multitask and act under pressure
- Full "G" class Ontario Driver's License, with clean driving record (abstract required)
- Ability to drive standard
- No criminal record
- Proven track record in customer service
- Ability to take initiative
- Ability to lift heavy objects and luggage (Up to 50 Pounds)
- Must be available for all shifts
- Bilingualism is an asset

Job Profile

- Provide consistently sensational service for all hotel guests
- Develop a good understanding of hotel layout and be able to give directions to all units and services
- Interact effectively with hotel guests and co-workers to create a positive environment
- Handle luggage for hotel guests
- Provide information regarding features of rooms, services of hotel and points of interest in the area
- Assist guests with special needs
- Attend to group arrivals and departures
- Maintain and clean luggage storage area and lobby
- Valet parking guest vehicles

Email your resume to resume@brookstreet.com or visit us at our Open Casting Call every Friday between 1:00 - 4:00p.m. at Brookstreet Hotel, 525 Legget Drive, Ottawa K2K 2W2.

