

Position Title: Valet Attendant

Department: Parking Operations	FLSA Code: Hourly
Number of Positions:	Access Code:
License Type: NLR	Job Code: 2049
Salary Grade: H2	

About the Role

The Valet Attendant is responsible for parking and retrieving customer vehicles in a courteous, safe and efficient manner.

Position Responsibilities

- Maintains a positive and professional image and is highly motivated to safely provide efficient and exceptional customer service by greeting all guests as well as assist guests in opening and closing car doors.
- Securely parks and retrieves guest's vehicles in a safe and prompt manner.
- Open hotel main doors and provide any necessary assistance.
- Surveys all guest's vehicles and correctly records all vehicle information.
- Assists guest with loading and unloading their luggage in the arrival and departure ports.
- Responsible for facilitating the movement of bell carts between arrival, departure, and transfer levels.
- Provides valet guests with tickets for their vehicle and any luggage.
- Able to provide guests with any information or services related to the property.
- Assists guests with wheelchairs, oxygen tanks, and any other devices.
- Responsible in directing guest vehicles, ride share vehicles, taxis, limousines, and buses in the Porte Cochere.
- Signals taxis for any guests who require a taxi.
- Monitors all vehicles in the Porte Cochere and is responsible for the safekeeping of all guest's keys.
- Promptly reports any accidents, hazards, problems, or suspicious activity to their immediate supervisor.

Essential Functions

- Exposure to casino related environmental factors including but not limited to secondhand smoke, excessive noise, and stress related to servicing customers in a high pressure and fast paced environment.
- Must be able to work holidays and weekends, as well as flexible shifts and/or unusual hours.
- Must be able to stand for an entire shift and be able to move quickly throughout the Casino/Hotel areas

What's Required

- High School Diploma or equivalent preferred
- Valid New Jersey driver's license and excellent driving record required
- Strong customer service skills required
- The ability to effectively communicate in English