

Doorman (6721)



A doorman is a front-of-house employee whose job is to welcome guests at the main door of a lodging establishment. Their main role is to help customers enter and leave the premises, and to check the comings and goings. They also provide assistance when needed. This position is mainly found in the accommodation, catering and leisure sub-sectors. A person holding this title works in the following types of establishments: resorts/health resorts, hotels, motels, convention centers, restaurants, etc.

Responsibilities

GREETING

35 %

- Opening the door and welcoming customers
- Removing luggage from vehicles if necessary
- Transporting luggage to vestibules or vehicles as required
- Accompanying and assisting guests to their rooms and carrying their luggage if necessary
- Hailing or calling cabs and helping people into cars
- Barring entry to intruders or unwanted visitors

CUSTOMER SERVICE

35 %

- Delivering messages to guests in their rooms
- Collecting laundry to be washed or cleaned and delivering it when it is clean
- Distributing newspapers, if required
- Answering customers' questions about the establishment's services and the region's main tourist attractions
- Handling lost and found and complaints

ORGANIZING WORK

30 %

- Helping to organize the arrival and departure of travel groups
- Collaborating with other departments
- Keeping the entrance clean and tidy
- Contributing to monitoring the access
- Contributing to the safety of people and property



Language levels

FR  Functional
EN  Functional

Working conditions

- Day, evening and weekends
- Flexible working hours
- Alternating shifts
- Work organization may vary according to the tourist season
- Hourly wage between \$18 and \$21 plus tips

Hiring criteria

- Customer service skills
- Bilingualism and trilingualism an asset
- Quebec driver's license

Skills and qualifications

GENERAL SKILLS

- Customer service skills
- Teamwork skills
- Soft skills
- Flexibility
- Leadership and decision-making skills
- Organizational skills

SKILLS

- For verbal communication
- Professional communication
- Good physical condition

KNOWLEDGE

- Knowledge of French and English
- Knowledge of the tourism industry and customer needs
- Knowledge and application of labor standards, basic occupational health and safety principles, and hygiene and sanitation rules

QUALITIES

- Autonomy
- Sense of initiative
- Versatility
- Tolerating stress
- Dynamism



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**The masculine gender is used only to simplify the text*

The information provided in this document is indicative and non-contractual. It is presented as part of the pilot project for integrating asylum seekers in tourism through employment.