We have the following positions open at the Larkspur Landing Hotel Pleasanton

Shuttle driver – Part Time

Guest Service Agent – Full Time

To apply for either position please visit https://careers.hhmhospitality.com

Opportunity: Driver
Transport guests to and from specified locations in a friendly, courteous, safe and timely manner.

Essential Functions

- Greet guests in a warm and friendly manner immediately upon interaction.
- Transport guests safely to and from airport or other locations by driving shuttle van or other vehicles.
- Provide information regarding the local community upon request.
- Load and unload guest luggage and other materials.
- Complete required transportation logs.
- Report vehicle mechanical problems immediately.
- Obey traffic laws and follow established traffic and transportation procedures.
- Be aware of guest satisfaction scores and work toward increasing departmental and overall guest satisfaction.
- Work as a Bell Attendant during staffing shortages or peak check/in out periods.
- Follow sustainability guidelines and practices related to HHM’s EarthView program.
- Practice safe work habits and wear protective safety equipment.
- Ensure overall guest satisfaction.
- Perform other duties as requested by management.

Position Requirements

- This position will also include driving the hotel shuttle within the local area. A current & valid driver's license is required, with no moving violations on your driving record.
- High School diploma preferred.
- Driving record free of serious infractions.
Opportunity: Guest Service Agent

Greet, register and service guests in a friendly and courteous manner according to hotel/brand and sustainability standards.

Potential Career Path
Front Desk Supervisor or Sales Coordinator – Front Office Manager or Sales Manager

Position Requirements

- Immediately greet guest and offer to assist with their needs.
- Register and assign guests to hotel rooms.
- Establish method of payment and verify credit.
- Make and confirm reservations.
- Compute bills, collect payments, and make change for guests.
- Transmit and receive messages, using telephones or PMS system.
- Respond to guest requests in a timely manner.
- Receive and resolve guest complaints, elevating to supervisor if necessary.
- Secure guests' valuables in hotel safe or safe-deposit boxes, if not available in guest rooms.
- Perform bookkeeping activities, such as balancing accounts and conducting audits.
- Be aware of guest satisfaction scores and work toward increasing departmental and overall guest satisfaction.
- Follow sustainability guidelines and practices related to HHM’s EarthView program.
- Practice safe work habits, wear protective safety equipment and follow MSDS and OSHA standards.
- Assist in the breakfast area or assist guests with luggage when staffing assistance is required or during peak periods.
- Ensure overall guest satisfaction.
- Perform other duties as requested by management.

Experience

- High School diploma or equivalent preferred.
- Previous customer service experience or equivalent training required.
- Knowledge of PMS systems preferred.

Work Environment and Context

- Work schedule varies and may include working on holidays, weekends and alternate shifts.
- Requires standing for extended periods, walking, pushing, lifting up to 25 pounds, bending and reaching; stooping, kneeling, or crouching.

To apply go to: https://careers.hhmhospitality.com