



Position: Ambassador

Responsibilities and essential job functions include but are not limited to the following:

- Greet all guests, restaurant patrons, and visitors upon arrival, consistently providing thoughtful, caring and sincere service
- Assist guests with luggage to their rooms promptly when checking in and upon checking out
- Assist guests by taking luggage to the curb to meet their transportation
- Provide guests with answers to general questions, and assistance when necessary
- Possess knowledge of the Mount Vernon community and Baltimore City to assist guests with information on special events (sporting, theater, movies, entertainment, and restaurants)
- Oversee and assist valet when they are busy, and cover in their absence
- Submit all lost and found articles accompanied by a Lost and Found report
- Escort Ivy Hotel staff members to their vehicles, located within the Ivy Hotel campus
- To follow departmental policies, procedures and service standards
- Assist Security in a “non-contact/confrontation” capacity
- Other duties as assigned

Qualifications:

- Previous customer related experience an asset
- Excellent communication skills and a professional presentation
- Strong interpersonal and problem solving abilities
- Highly responsible, reliable, and punctual
- Ability to work well under pressure in a fast paced environment
- Ability to work cohesively with fellow colleagues as part of a team
- Ability to focus attention on guest needs, remaining calm and courteous at all times

Physical Aspects of Position:

Physical aspects of the position include but are not limited to the following:

- Ability to stand outside, 8+ hours, in all weather conditions
- Ability to lift 50 lbs, ability to kneel and/or bend at the waist

Administrative Requirements

- Must possess a valid driver’s license
- Multilingual is a plus
- Willingness to work flexible hours, including weekends and holidays