COAT CHECK PERSON

Job Description:

**Coat** **Check** **Persons** work in a variety of service and event facilities. They assist guests at an organization, business, restaurant, concert or other event by storing coats, hats, articles of clothing and accessories before an event and retrieving them and giving them to customers afterward. Coat check persons are often tipped for their service.

Job Responsibilities:

* Greet entering guests
* Be friendly and helpful
* Take patrons' coats at events such as performances, plays, concerts, charity events, dances, balls, movies, or other various events.
* Hang coat neatly with appropriate hanger.
* Place coat in special slot in coatroom.
* Give patron a ticket to enable them to pick up their coat at a later time.
* Place patron's belongings in locker, secure, and either give them the lock or a ticket to open it later.
* Answer questions or handle complaints from customers.
* Refer customers to supervisors.
* Collect lost items after events and store them.
* Inquire if patrons are missing any items.
* Compare lost items to patrons' descriptions.
* Track down missing or misplaced coats.
* Retrieve coats for patrons and help them into it.
* Order new coat hangers when needed.
* Train new employees.
* Ensure each patron receives the proper coat.
* If coat gets dirty, take coat to cleaners and restore it to owner.
* Protect articles by keeping the proper room temperature.
* Cover coat with protective covering to ensure dust or stains do not get on coats.
* Take payments as needed and provide change.

Job Qualifications:

* High School Diploma
* Associates in hospitality or related field preferred
* Experience as a coat check person

Opportunities as coat check person are available for applicants without experience in which more than one coat check person is needed in an area such that an experienced coat check person will be present to mentor.

Job Skills Required:

* Excellent customer service skills
* Calm demeanor and not easily irritated or angered
* Martial arts or physical defense training
* Outstanding communication and interpersonal skills
* Ability to not take customer issues personally
* Basic understanding of human psychology
* Good listening skills
* Ability to carry up to 25lbs
* Physical endurance to stand on feet for entire shift
* Cultural competence and ethnic sensitivity