CATERING SERVICE MANAGER 1 FT POSITION

Confirm meeting programs and coordinates convention details effectively between the client and department hotels by using convention resume, staff plans, and banquet event orders. Monitor group room pick-up and make recommendations regarding room block changes based upon group history and knowledge of group (attendee profile, registration numbers, etc.). Follow up with vendors and departments to ensure all guests’ needs are met. Assist in the sequence and prioritization of all guest needs and be able to adhered to all liquor liability laws. Must attend all designated pre-meal meetings. Ensure work area is clean and clear of standing water, debris or any objects that can obstruct the job duties from being performed safely, efficiently and effectively.

CONVENTION SERVICES

 Convention Services Manager 1 FT Position

Confirmed meeting programs and coordinates convention details effectively between the client and department hotels by using convention resume, staff plans, and banquet event orders. Monitor group room pick-up and make recommendations regarding room block changes based upon group history and knowledge of group (attendee profile, registration numbers, etc.). Follow up with vendors and departments to ensure all guests’ needs are met. Assist in the sequence and prioritization of all guest needs and be able to adhered to all liquor liability laws. Must attend all designated pre-meal meetings. Ensure work area is clean and clear of standing water, debris or any objects that can obstruct the job duties from being performed safely, efficiently and effectively.

PM Production Cook 1 FT Position

Production Cook 1 FT Position

Ensure work area is clean and clear of standing water, debris or any objects that can obstruct the job duties from being performed safely, efficiently and effectively.

PAstry Cook II 1 FT Positions

To assist in maintaining quality standards and procedures in preparing and serving all pastries. To be an effective, positive member of the Pastry Team. Control quality and consistency of all food served. Insure that all menu items served are produced by assigned station. Refrigeration and serving of cold food. Production of orders. Ensure work area is clean and clear of standing water, debris or any objects that can obstruct the job duties from being performed safely, efficiently and effectively.

Room Care 1 FT Position

Performs preventive maintenance of guestrooms, following preventive maintenance guidelines for CARE and PRP program. Replacing light bulbs, thermostats, and hardware. Maintenance of furniture, windows, and minor repairs. Performs routine painting in the hotel and paint shop and inventories.

Concierge 1 FT Position

To arrange bookings, reconfirmation of airline tickets etc. Be fully acquainted with the different points of interest. Assist in arranging for restaurant reservations and limousines as required by our guests. Ensure the delivery of parcels, mail, special deliveries, etc. to guest rooms. Ensure that the public areas (lobby) is maintained, clean and tidy by partnering with Housekeeping Department. To arrange bookings, reconfirmation of airline tickets etc. Be fully acquainted with the different points of interest. Assist in arranging for restaurant reservations and limousines as required by our guests. Ensure the delivery of parcels, mail, special deliveries, etc. to guest rooms. Ensure that the public areas (lobby) is maintained, clean and tidy by partnering with Housekeeping Department. To arrange bookings, reconfirmation of airline tickets etc. Be fully acquainted with the different points of interest. Assist in arranging for restaurant reservations and limousines as required by our guests. Ensure the delivery of parcels, mail, special deliveries, etc. to guest rooms. Ensure that the public areas (lobby) is maintained, clean and tidy by partnering with Housekeeping Department. To arrange bookings, reconfirmation of airline tickets etc. Be fully acquainted with the different points of interest. Assist in arranging for restaurant reservations and limousines as required by our guests. Ensure the delivery of parcels, mail, special deliveries, etc. to guest rooms. Ensure that the public areas (lobby) is maintained, clean and tidy by partnering with Housekeeping Department. To arrange bookings, reconfirmation of airline tickets etc. Be fully acquainted with the different points of interest. Assist in arranging for restaurant reservations and limousines as required by our guests. Ensure the delivery of parcels, mail, special deliveries, etc. to guest rooms. Ensure that the public areas (lobby) is maintained, clean and tidy by partnering with Housekeeping Department. To arrange bookings, reconfirmation of airline tickets etc. Be fully acquainted with the different points of interest. Assist in arranging for restaurant reservations and limousines as required by our guests. Ensure the delivery of parcels, mail, special deliveries, etc. to guest rooms. Ensure that the public areas (lobby) is maintained, clean and tidy by partnering with Housekeeping Department. To arrange bookings, reconfirmation of airline tickets etc. Be fully acquainted with the different points of interest. Assist in arranging for restaurant reservations and limousines as required by our guests. Ensure the delivery of parcels, mail, special deliveries, etc. to guest rooms. Ensure that the public areas (lobby) is maintained, clean and tidy by partnering with Housekeeping Department.

Guest Services

Concierge 1 FT Position

To arrange bookings, reconfirmation of airline tickets etc. Be fully acquainted with the different points of interest. Assist in arranging for restaurant reservations and limousines as required by our guests. Ensure the delivery of parcels, mail, special deliveries, etc. to guest rooms. Ensure that the public areas (lobby) is maintained, clean and tidy by partnering with Housekeeping Department. To arrange bookings, reconfirmation of airline tickets etc. Be fully acquainted with the different points of interest. Assist in arranging for restaurant reservations and limousines as required by our guests. Ensure the delivery of parcels, mail, special deliveries, etc. to guest rooms. Ensure that the public areas (lobby) is maintained, clean and tidy by partnering with Housekeeping Department. To arrange bookings, reconfirmation of airline tickets etc. Be fully acquainted with the different points of interest. Assist in arranging for restaurant reservations and limousines as required by our guests. Ensure the delivery of parcels, mail, special deliveries, etc. to guest rooms. Ensure that the public areas (lobby) is maintained, clean and tidy by partnering with Housekeeping Department. To arrange bookings, reconfirmation of airline tickets etc. Be fully acquainted with the different points of interest. Assist in arranging for restaurant reservations and limousines as required by our guests. Ensure the delivery of parcels, mail, special deliveries, etc. to guest rooms. Ensure that the public areas (lobby) is maintained, clean and tidy by partnering with Housekeeping Department. To arrange bookings, reconfirmation of airline tickets etc. Be fully acquainted with the different points of interest. Assist in arranging for restaurant reservations and limousines as required by our guests. Ensure the delivery of parcels, mail, special deliveries, etc. to guest rooms. Ensure that the public areas (lobby) is maintained, clean and tidy by partnering with Housekeeping Department. To arrange bookings, reconfirmation of airline tickets etc. Be fully acquainted with the different points of interest. Assist in arranging for restaurant reservations and limousines as required by our guests. Ensure the delivery of parcels, mail, special deliveries, etc. to guest rooms. Ensure that the public areas (lobby) is maintained, clean and tidy by partnering with Housekeeping Department. To arrange bookings, reconfirmation of airline tickets etc. Be fully acquainted with the different points of interest. Assist in arranging for restaurant reservations and limousines as required by our guests. Ensure the delivery of parcels, mail, special deliveries, etc. to guest rooms. Ensure that the public areas (lobby) is maintained, clean and tidy by partnering with Housekeeping Department.
water, debris or any objects that can obstruct the job duties from being performed safely, efficiently and effectively.

Director of F&B Operations
To graciously welcome guests to the hotel offering them assistance with their baggage and directions to the Front Desk, while effectively managing the flow of traffic in and out of the Motor Lobby. The Doorman is typically the first employee the guests meet in entering or leaving the hotel. To ensure the safety and well-being of the guests and associates. To maintain a positive and professional attitude when interacting with guests and associates.

Directing guests to the Front Desk and Guest Services of VIP arrivals whenever possible. Loads the baggage in the cars or taxis for departing guests. Maintains a clean and orderly appearance of the work area at all times. Exceptional customer service skills: smile, welcoming attitude, ability to engage and make a great first impression on our guests. Excellent grooming and body language to represent the brand. Ability to multi-task. Ability to work outdoors in all weather conditions. Ability to lift 50 lbs frequently and work on feet entire shift. Must be able to drive manual and automatic transmissions. Must be a valid driver’s license. Must have an excellent driving record. Excellent driving record. Must have complete understanding of hotel operations. Must be knowledgeable of all hotel guest services. Ensures the cleanliness of the Bellstand, storage room and the remainder of the Motor Lobby. Oversees the Maintenance of all the Bell Carts. Maintains an orderly shift log of all Bell Cart activities. Completes Bell Cart storage, luggage storage, mail and message deliveries. Oversees the storage and delivery of all packages to the Bell stand. Follows up on a daily basis to see that these packages are delivered on time and to the proper location. Supervises Bellmen and Doormen to ensure a smooth and orderly work flow and maximum service to our guests. Responsible for handling all convention-related distributions to guest rooms. Greet our guests in friendly, warm manner. Maintaining an orderliness of all areas. Maintains, delivers, package log. Follow-up check of stored packages. Assist Guest Service Manager with group transportation bookings. Any other duties as requested by management. Ensure work area is clean and that all glassware is clean and free of debris or any objects that can obstruct the job duties from being performed safely, efficiently and effectively.

Bottom Line
Directing guests to the Front Desk and Guest Services of VIP arrivals whenever possible. Loads the baggage in the cars or taxis for departing guests. Maintains a clean and orderly appearance of the work area at all times. Exceptional customer service skills: smile, welcoming attitude, ability to engage and make a great first impression on our guests. Excellent grooming and body language to represent the brand. Ability to multi-task. Ability to work outdoors in all weather conditions. Ability to lift 50 lbs frequently and work on feet entire shift. Must be able to drive manual and automatic transmissions. Must be a valid driver’s license. Must have an excellent driving record. Excellent driving record. Must have complete understanding of hotel operations. Must be knowledgeable of all hotel guest services. Ensures the cleanliness of the Bellstand, storage room and the remainder of the Motor Lobby. Oversees the Maintenance of all the Bell Carts. Maintains an orderly shift log of all Bell Cart activities. Completes Bell Cart storage, luggage storage, mail and message deliveries. Oversees the storage and delivery of all packages to the Bell stand. Follows up on a daily basis to see that these packages are delivered on time and to the proper location. Supervises Bellmen and Doormen to ensure a smooth and orderly work flow and maximum service to our guests. Responsible for handling all convention-related distributions to guest rooms. Greet our guests in friendly, warm manner. Maintaining an orderliness of all areas. Maintains, delivers, package log. Follow-up check of stored packages. Assist Guest Service Manager with group transportation bookings. Any other duties as requested by management. Ensure work area is clean and that all glassware is clean and free of debris or any objects that can obstruct the job duties from being performed safely, efficiently and effectively.

Holiday Inn Express & Suites

To ensure appropriate checking in and checking out of guests and providing services to these guests in a courteous, professional and efficient manner. Be thoroughly acquainted with all check-in and check-out procedures and policies. To be thoroughly acquainted with the AM and PM check-in. To be a main liaison between the guest and the hotel. To appropriately protect confidential guest information, and be thoroughly familiar with all policies and procedures according to Front Office SOP’s. To be thoroughly acquainted with all Services Operator duties. Be familiar with the Phone and Alarm System in the Room Department. Be familiar with guest scenarios and follow-up on all guest requests and concerns, effectively adhering to the service recovery process. Be thoroughly knowledgeable of all Front Office, Guest Services and Housekeeping policies and procedures. Be familiar with the layout and room type offerings. Prepare and review for following daily shift shakedown/MOD reports. Understands and can complete Front Desk AM, and Front Desk PM Checklists. Must have full understanding of the Select Guest Program. Work closely with revenue, housekeeping, front desk, and room service for any special packages, events, and guest requests to ensure all details are carried out correctly. Set up amenity delivery for any special events or occasions. Must be able to assist in front office operations during busy times. Ensure work area is clean and clear of debris or any objects that can obstruct the job duties from being performed safely, efficiently and effectively, and check equipment maintenance. Ensure work area is clean and clear of standing water, debris or any objects that can obstruct the job duties from being performed safely, efficiently and effectively.

Rooms Controller I FT Position
To be thoroughly acquainted with all check-in policies and procedures. Prepare greetings and SG & Service Recovery amenities and Welcome note cards. Prepare reports and meeting minutes for Issue Prevention and Rooms meeting. To be familiar with guest scenarios. To be familiar with all technical equipment and software related to Front Office Operations. Ensure all Front Desk staff are familiar with Front Office, Opera, GoConcierge, Synergy, I.S.D.Two-Way Radio Dispatch, ISD Firepanel. Be familiar with all hotel room rates and Be familiar with understanding rate strategy when making rate changes for guests.

Laundry
Laundry Attendant I FT Positions
To provide efficient customer service at all times and to maintain the highest professional and guest service quality standards. Properly set-up and maintain a clean and efficient service area of the bar throughout the shift. Prepare our guest services by using the Moments of Service guidelines. Responsible for ringing orders into Micros, and delivering the orders at the table. Continually check back with guests, keep all supplies stocked. Clean, clear and reset service areas. Protect the hotel from liability with regard to over serving guests. Complete all duties as assigned by manager. Assist bartender when needed. Ensure tables are set properly. Aid guests in locating other areas of the hotel (walk them to destination if possible). Attend all designated staff meetings and training sessions. Familiarity with food and drink menus. Follow all company safety and security policies and procedures; report accidents, injuries, and unsan work conditions; complete safety training and certifications.

Bartender I 2 FT Position
The Bartender will be responsible for providing efficient friendly customer service at all times and to maintain high quality standards. Ensure all check outs are completed in a timely manner. Provide Mix drinks for servers according to standard recipes. Familiarity with the wine list and the stemware and appropriate garnishes used. Follow procedures as outlined in employee manual and bartenders manual. Jigger pour, making drinks for servers only when rung on in Micros. Keep bar stocked and clean. Follow sidewalk menu. Sheet inventory. Ensure the consistency in the presentation and recipes of all cocktails. Be familiar with all property amenities and other restaurants.

Barback I 2 FT Positions
Assist in bar setup and opening. Maintain a clean and organized work area. Maintain close bar stock status. Assist the bartender and cocktail servers with the service. Maintain clean glassware as needed. Maintain a par level of liquor bottles. Help with the requisition. Become completely familiar with the liquor list, and beer stock items. Create and cash out all liquor and stock items. Be familiar with all property amenities and other restaurants.
compliance with Omni standards, as required by scheduling which will vary according to the needs of the hotel. Maintain high standards of personal appearance and pleasant and courteous manner and be actively involved in the sales process through the increase of personal sales per man-hour, total sales for the shop and continuous increase in sales. Ensure the delivery of all items called for from guest rooms by confirmation with guests. Ensure delivery of all items called for from deliveries. Ensure cleanliness and tidiness by liaison with Housekeeping Department. Interact with other departments to ensure that guest needs are satisfied.

Prime F&B Supervisor I FT Position

Responsible for assigned shift, assisting in overall management. Assist in overall supervision of the department as outlined in manager’s job description. Complete AM/PM checklist for each outlet. Spot check liquor pars and order daily supplies. Hold pre-shift meetings. Enforce all departmental training standards. Handle guest comments and complaints and ensure guest satisfaction. Communicate with guests and solicit feedback. Manage the floor during peak hours. Observe, teach and correct staff’s steps of service. Comply based on the standard operating procedures. Examine food & beverage presentations to comply with plating guides. Maintain condition of dining room and lobby lounge throughout the shift. Assist manager in; scheduling, communicating, supervising, training new and weekly rotating existing staff, documentation, inventory control, inventory control and monthly. Participate in interviewing new employees as needed. Prepare maintenance request and follow-up to ensure completion. Monitor food and liquor pars to prevent waste. Check bar conditions, jigger use, red, lining, and bottles totally empty daily.

Server Assistant I 2 PT Positions

Station set-up. Be able to lift 50 pounds. Stock needed supplies in side stands. Assist in setting up and breaking down the lunch buffet. Daily trash duties. Help prepare for early service. Receive rolls put in warmers. Remove dirty plates from tables. Flap section for next serving period. Pick-up napkins. Set up water station. Set tables with clean, napkins, china, silver and glassware. Take dirty linen to laundry at the end of the shift. Ensure furniture and equipment are clean and arranged according to specifications. Remove any extra settings. Pour water. Assist Managers as needed. Serve rolls and butter as specified. Ensure work area is clean and clear of standing water, debris or any objects that can obstruct the job duties from being performed safely, efficiently and effectively.

Prime Meridian Greeter I 3FT I 2 PT Position

The primary responsibility of this position is monitoring the open dining sections of the restaurant for empty and cleaned tables, estimating wait times for guests, monitoring the waiting list, and ensuring that the needs of the guests are met while they are waiting. The hostess is often responsible for answering the telephone, taking reservations, checking guest information, seating guests, and accommodate large parties. Greet guests in a friendly and professional manner. Seat guests at appropriate tables as per the seating chart. Provide guests with menus. Organize and prepare reservations. Follows daily checklists and side work. Set-ups, stocks and breakdown of service and dining room following procedures. Completes all assigned cleaning duties. Completes with direction and instruction from team. Coordinates with professional workplace that maximizes employee morale, productivity and effectiveness. Works well with a diverse FOH and BOH staff. Must have strong communication skills. Ability to work calmly and effectively under pressure.

Procurement Shipping & Receiving Clerk I 1FT Position

Check shipment by comparing it with Daily Order Sheet and invoice to insure that what we are receiving is what was ordered (quantity, price, quality, state, size, counts, weight tolerance and acceptable expiration date). Fill out an error correction when necessary in duplicate to assure proper credit for amount of discrepancy and notify Store Room Manager immediately of shortage to arrange for a replacement. If shipment is correct, time stamp and sign driver’s and hotel copies of invoice. Place the hotel stamp on front side of invoice and sign next to “Received By”. If shipment is received with delivery slip or memo invoice, follow same procedure and fill out a “goods received without invoice” form (completed after inspection). Submit daily a progress report to Purchasing for outstanding deliveries. Directs the traffic of all incoming items until they have been properly dated, priced, labeled and tagged. The pricing process is to be done by the Receiving Agent, Storeroom Manager or Assistant Purchasing Manager only. All items will be priced out “as purchased”, i.e., per each, per pound, per case. Locate all incoming bread and bakery deliveries as to outlet and banquet function. Conduct random spot-checks of all perishable items for proper storing and packaging to guard against quality loss due to over-exposure to storage temperatures, improper rotation, etc. Locate all incoming meat as directed by the Assistant Storeroom Manager as necessary. Assists Storeroom Clerks in filling requisitions and sanitation maintenance daily. Assist in conducting Equipment & Machinery inventories. Assist in ordering of clear of standing water, debris or any objects that can obstruct the job duties from being performed safely, efficiently and effectively.

Room Service

In Room Dining Manager I 1 FT Position

Maintain consistently good food service for guests. Monitor all tray and table set ups, be sure all products are well presented to the guest. Linen, China and silver must be spotless. Food must be properly garnished and fresh looking. Warm food must be kept warm, cold beverages must be served adequately chilled. All deliveries must be made by time quoted to guest and must be delivered by properly uniformed, well groomed Room Service waiters and waitresses. Tray and table receipts must be made either within a reasonable amount of time after delivery or upon guest request. Check to be sure that all waiters and waitresses are doing assigned prep work at beginning of shift, as well as sidework at end of shift. Check tray set-ups and timing of deliveries. Deliver Select Guest coffee in a timely manner. Ensure residents who have pick ups are informed whether to begin helping in the set up of trays, calling for another outlet for additional help, or advising PM manager of problems delaying service. Control bussing procedures to insure that as many tables are cleared as possible on a regular basis. Maintain a neat area for clear of standing water, debris or any objects that can obstruct the job duties from being performed safely, efficiently and effectively.

Spa Massage Therapist I 2 OC Positions

Exhibit professionalism at all times. Provide the highest possible standard of treatments to the guests. Provide every treatment as per the established treatment protocols. Create a sensory journey for the guests. Help the guest rest, relax and regain balance and harmony. Responsible for setting up the treatment room as per room procedures. Responsible for closing the treatment room as per closing procedures. Responsible to dispose of laundry in a timely manner. Maintain sanitation of work area and equipment as required by State Board guidelines, and protocols. Clean and maintain machinery and equipment as per factory instructions, and as per protocols. Ensure all professional stock is being used in compliance with the PAR levels. Assist with reduction in product waste. Ensure all guests depart with a completed prescription form after each and every service. Provide a minimum of 15% in retail sales per day/week/month. Participate in training & staff meetings.

Stewarding Steward (PM) I 4 FT Positions

Cleans pots, pans and all other cookware utensils. All cookware and utensils will be completely cleaned and sanitized. Keep kitchen area clean and neat. Wash area will be clean and free of food residue or any other debris. Storage of items. All cookware (pots, pans, etc.) will be stored in the appropriate area. Keep kitchen floor clean. Kitchen floor will be clean and dry. Knowledge of dishwasher presentation; i.e., hot to set up, how to clean, chemicals and temperature setting of dishwasher. Knowledge of food maintenance, equipment used and good knowledge of chemical safety & usage. Ability to transport necessary equipment. Waste removal and safe lifting practices associated with waste removal. Knowledge of dishwasher procedures & safety.

Banquet Food Runner I 2 Positions

To assist both the banquet front of house and culinary teams in any way possible to ensure proper, prompt and courteous service to all guests. Responsible for breaking down trays from banquetways and the buffet area. Assist FOH with F&B duties and assist with setup to various outlets and meeting rooms. Get necessary supplies for the buffet. To include all china, glass, silverware, and other necessary supplies for functions. Clean-up buffet after each meal. Receive rolls and follow-up, and pick-up glasses. Assist servers during meal period. Remove any extra settings. Responsible for maintaining a clean and sanitary work station. Availability and willingness to stand for 8 hours at a time and willingness to push pull or lift up to 50 lbs. Ability and willingness to bend, stretch, and reach. Ability to work cohesively as part of a team. Ability and willingness to work a varied schedule which includes working on w. Food safety certification is preferred but not required. Weekends and holidays.