Open Positions List
February 12, 2018

Banquets

Banquet Houseperson 1 FT Positions
To ensure the function room is set according to guest expectation and to ensure that all set up will be set, broken down, and cleaned properly. Must maintain all space associated with banquets and conventions. Set up, stock, set, and maintain meeting rooms. Refresh meeting rooms during meals and coffee breaks. Complete final breakdown of meeting room. Conduct daily tour and return equipment inspection. Must be able to follow instructions on the Banquet Event Order.

Banquet Servers 1 On-Call Positions
Perform all Banquet side work as designated by the Banquet Convention Manager. Must be able to multi-task and perform all duties as assigned. Attend to all needs of the guests during functions and function related duties. Report to Banquet Manager any need for housekeeping and/or repairs of banquets and equipment. Assist in the upkeep and organization of all liquor liability laws. Must be familiar with and 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

Administrative Assistant 1 FT Position
To provide total customer satisfaction through proper etiquette, politeness, professionalism, and efficient service. Answer phones when they ring and in a manner that corresponds with the phones scenarios set forth by Omni Hotels. Type correspondence including letters, memos, e-mails and other department reports as instructed. Provide office with overall organization by maintaining all files, preparing, implementing proper labeling, preparing accurate messages, etc. Assist with coordinating logistics and distributing information for site visits and groups including transportation, amenities, banquet event orders, schedule of events, etc. Complete Computerized Room Block Collection. Ensure all items are timely and thorough. Serve as a liaison between Convention Service Floor Coordinators, Managers and other hotel departments.

Floor Coordinator 1 FT Position
To ensure effective liaison between Convention Service Managers and all operational departments with onsite meeting contact. This position is highly visible and the central point for handling and addressing special needs or requests for in house groups.

Engineering

AM/PM Supervisor Supervisor 1 FT Position
Coordination of all banquets hot and cold foods. Banquet Chef must work along with Executive Sous Banquet to ensure quality meets specs and guarantees. Banquet Chef will ensure quality of banquet hot foods, main entree, starch and vegetables are of highest quality available to him. Attends daily BEO meetings to ensure guarantees and food products are correct. Must communicate all guarantees and food changes to Chef and Garde Manger and Bakeshop. Works on a schedule to make sure cold foods are product delivery is on time and to insure on his days off anyone covering has what they need to operate. Responsible for overall banquet food operation to ensure quality and quantity. Chef should have a good working relationship with Banquet, Catering, Purchasing, Food & Beverage, and ensure all kitchen facilities and equipment is in working order. Directs proper maintenance of all walk-in coolers (rotation of food products and cleanliness). Monitors safety of staff. Manages all food supplies and the issuance of purchase orders. Must communicate all guarantees to Executive Chef and Assistant Executive Chef. Work effectively in a team environment, assisting where needed, and offering assistance to others. Perform other duties as assigned by Banquet Manager.

Chef De Cuisine 1 FT Position
Reports to Executive Chef and Assistant Executive Chef. Responsible for all outlet food production, monitors and has hands on control over daily food production. Directs and delegates to AM and PM Shifts, maintains an accurate budget, changes menu and forecast. Develops additions to menu. Training of Staff. Responsible for product availability for all outlet items. Familiar with local food codes and directs proper sanitation of all kitchen facilities and equipment. Responsible for opening and closing banquets. Must be able to multitask on a large scale. Must communicate all guarantees to Executive Chef and Assistant Executive Chef. Work effectively in a team environment, assisting where needed, and offering assistance to others. Perform other duties as assigned by Banquet Manager.

Banquet Sous Chef 1 FT
Coordination of all banquet hot and cold foods. Banquet Chef must work along with Executive Sous Banquet to ensure quality meets specific guarantees. Banquet Chef will ensure quality of banquet hot foods, main entree, starch and vegetables are of highest quality available to him. Attends daily BEO meetings to ensure guarantees and food products are correct. Must communicate all guarantees and food changes to Chef and Garde Manger and Bakeshop. Works on a schedule to make sure cold foods are product delivery is on time and to insure on his days off anyone covering has what they need to operate. Responsible for overall banquet food operation to ensure quality and quantity. Chef should have a good working relationship with Banquet, Catering, Purchasing, Food & Beverage, and ensure all kitchen facilities and equipment is in working order. Directs proper maintenance of all walk-in coolers (rotation of food products and cleanliness). Monitors safety of staff. Manages all food supplies and the issuance of purchase orders. Must communicate all guarantees to Executive Chef and Assistant Executive Chef. Work effectively in a team environment, assisting where needed, and offering assistance to others. Perform other duties as assigned by Banquet Manager.

Assistant Director of Engineering 1 FT Position
Assist the Director of Engineering Services in the full upkeep of the property’s mechanical, electrical, and HVAC systems; managing the budget, planning, purchasing, controlling, and organizing of all systems and services; ensuring the system is properly maintained. This includes performing preventative maintenance, scheduling and the assignment of projects and other related tasks. Review daily prompt response log and resolve all issues in a timely manner. Assist the Director of Engineering Services in the preparation, control, and issuance of all purchase orders. Review work orders and assign work by priorities. Maintain up-to-date inventories of heat, light & power and repair and maintenance supplies. Coordinate with kitchen staff to ensure all equipment functions properly. Ensure food supplies necessary for service and in appropriate supply on a timely basis. Responsible for production of sweet items, pastries, cakes, fruit compotes, breads, chocolates, etc. for all outlets as well as banquets and amenities. Assist in the purchasing and plating Banquet pastries. Work well under pressure of multiple tasks, production issues, and deadlines. Assist in the setup of all kitchen equipment as assigned. Must be able to multitask on a large scale. Must communicate all guarantees to Executive Chef and Assistant Executive Chef. Work effectively in a team environment, assisting where needed, and offering assistance to others. Perform other duties as assigned by Banquet Manager.

Shift Engineer 1 FT Position
Maintain guestrooms and public space. Receive direction for house calls via radio and work orders. Assist with equipment preventive maintenance programs, and fire alarms and fire sprinkler systems. Assist with new training associates. Clean all work areas after completing a job. Maintain general maintenance inventories. Fill in for the Night Shift. Works with the Engineering Manager in good working order and fire alarm procedures and other emergencies. Perform daily shift engineer checklist. Reasonable requests of management as directed. Have a thorough understanding of Omni Hotel rules and regulations. Knowledge & use of the Lockout/Tagout, HAZCOM and Blood borne Pathogen Programs. Reasonable request of management as directed. 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.

Guest Services

Concierge 1 FT Position
To arrange bookings, reconfirmation of airline tickets etc. Be fully acquainted with the Motel programs and ensure cooperation and 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 clear of obstructions. Works with Housekeeping Department. Accept other special duties as required by management. Interact with other departments to ensure that guests needs are satisfied. Follow-up with guests once hotel departments to see that problems are resolved. Special attention must be paid to the groups that feel welcome to the hotel. To proactively work to seek out ways in which to improve the hotel experience for our guests. Handling of special requests i.e. flowers, telephones, telesets, rental cars, forwarding luggage, private planes, etc. Arranging interpreters, public stenographers, sight-seeing tours advising of quality shopping areas. All other duties as requested by management. 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.

Doorman 2 FT Positions
To graciously welcome guests to the hotel offering them assistance in finding and directing guest 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 guest comes in contact with and this initial interaction is vital to the guest’s experience. Provide our guests with an exceptional level of service and make them feel welcome. Engages the guest to provide superior guest service. Ensures the valets are staged to maximize the guest experience. Manages the traffic at the front of the hotel. Coordinates activity in the drive with the Bell Attendant to ensure timely delivery of luggage and Valet Attendants of guest vehicles. Conduct key audit with the Valet Attendant at the end of each shift. Maintains the cleanliness of the front of the hotel. Notifies the Front Desk and Guest Services of VIP arrivals whenever possible. Loads the baggage in the cars or taxis. Loads and unloads baggage bags, luggage, 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 perform on various duties in all weather conditions. Ability to lift 50 lbs frequently and work on feet entire shift. Must be able to drive manual and automatic transmission. Must have a valid driver’s license. Must have an excellent driving record.

Bell Captain 1 FT Position
Complete training of Bellmen and Doormen as directed by the Director of Guest Services. Oversees and keeps on order the storage of all guest luggage. 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 Bellstand activities including check-in, check-out, deliveries, 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 multi-tasking and directing the delivery of guest requests. Greets our guests in friendly, warm manner. Maintaining an orderly log of fronts. Maintaining an orderly 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 clear of standing water, debris or any objects that can obstruct the job duties from being performed safely, efficiently and effectively.

Front Office Manager 1 FT Position
Maintain standards of guest services and a consistent guest experience as documented by AAA ratings, service reports, and guest feedback. Assist Manager in the management of the department at peak efficiency to give a maximum utilization of guest services in retaining high occupancies and with minimum overbooking. To ensure the accuracy of the Front Desk, Reservations, BO records with direct and open lines of

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www.omnihotels.com/careers | Note: If a position is listed and you cannot find it on the website it is in Pending Status
communications to other departments within the hotel. Through proper Front Office rooms merchandising procedures, to ensure that all guests maintain a high level of satisfaction. Assist in Office salesmanship, and meet or exceed average rate goals of the hotel as well as total rooms revenue. To ensure all Front Office systems and controls procedures comply with corporate policy and procedures and that policies and procedures are evidenced by minimum levels of bad checks and bad debts. To ensure all Front Office payroll costs and other expenses are properly monitored and controlled in accordance with OHC standards. To be familiar with all reservations. To be out of reservations into a timely manner. Forecasting, Rooms merchandising & Group Room’s Control. Ensure that guest history is used properly. Maintain acceptable “Listening In” Shop Scores. All other duties as requested by management. 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.

Front Desk Agent I 2 FT & 3 PT Positions

To ensure appropriate checking in and checking out of guests and providing services to these guests in a courteous, professional and engaging manner. To be thoroughly acquainted with all check-in and check-out procedures and policies. Must be highly acquainted with the AM and PM checklists. To be a main liaison between the guest and the hotel. To appropriately protect confidential guest information and guest room key access according to front office policy. To be an accountable go-to person for all Front Office and Service Operators duties. Be familiar with the Phone and Alarm System in the Ideal Services Operator department. Be familiar with guest scenarios and follow-up on all guest requests and concerns, effective communication, to provide guests with an enjoyable experience as documented Medallia, AAA, Inn-keeping ratings, and ability to execute all Omni Hotels facility standards and guidelines. To ensure a smooth, efficient, and economic operation in the Housekeeping and Laundry departments. To provide timely and professional services. To maintain close coordination, communication, and interaction with front office, to ensure rooms are available for peak groupings. To maintain close coordination, communication, and interaction with front office, to ensure rooms are available for peak groupings. To ensure that it is in good working order. Respond to all hotel guests efficiently and in an appropriately friendly manner. Strong attention to detail. Strong customer service skills. Ability and willingness to stand for 8 hours at a time. Ability and willingness to work as a liaison between VIP guests and resort associates. Omni Prompt Response Help Line. Wake-up calls. 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.

Housekeeping

Director of Housekeeping I 1 FT P

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Housekeeping Supervisor AM/PM I 1 FT Position

Inspect the cleaning and servicing of guestrooms. Monitor GRA’s assigned rooms to ensure DND signs are noted and standard issue. Assigns special assignments as directed by the Executive Housekeeper. Perform whatever is requested by guest rooms as necessary. Assist in processing AM and PM room status reports. Report any repairs or discrepancies of guest rooms. Insures that all GRAs have appropriate supplies and linen. Insures that the GRA’s limited keying is accurate and work orders are processed. Insure that linen is clean and guest room floors are completely stocked. All other duties as requested by management. 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.

Beverage Manager I 1 FT Position

Responsibility for the supervision and coordination of assigned shift, responsible for overall management of the hotel’s beverage cost, purchasing, inventory and requisition processes. To provide all corporate beverage mandates and seasonal promotional programs. Develop ongoing specials to drive business to beverage outlets. Work closely with local purveyor to implement new products and maximize revenues and cost savings. Coach, mentor and develop assistant managers and hourly service staff. Complete environmental checklist for dining room. Supervise related associate assignments. Stay on floor three 1/2 to four hours, supervising the performance of associates. Monitor each guest experience. Examine food and beverage preparation and provide corrective training where necessary. Supervise bar controls, shot glass use, red lining, bottles totally empty, liquor par list. Supervise cost control efforts to ensure the operations financial success. Participate in scheduling within budgetary guidelines. Forecast weekly and monthly. Completing weekly payroll and associated audits. Maintain labor and payroll controls. Oversee the order of all beverages. Prepare maintenance requests, follow up. Hold pre-shift meetings with associates. Participate in interviewing new associates. Must be familiar with and adhere to all liquor laws, laws. Handle guest comments and complaints, resolve in a timely manner.

Cocktail Server I 2 FT & 1 PT Position

To provide efficient friendly customer service at all times and to maintain a clean, professional top quality bar. Properly set-up and maintain all glassware and inventory for the area of the bar throughout the shift. Perform our guest services by using the Moments of Service guidelines. Responsible for ringing orders into Micros, and delivering orders to the tables. Continually check back with guests. Keep guest area neat and fully stocked. Reset and remove dirty dishes. Protect the hotel from liability with regard to over serving guests.

Turndown 1 FT Position

Responds to all guest requests appropriately. Always greet our guests with a smile. As a Liaison to Guest Services and Housekeeping, must be in a position to communicate with all internal departments. To ensure that all turndown procedures are followed in accordance with OHC budgets and monthly updates. Ensure that all housekeeping turndowns are met and exceeded. To ensure a smooth, efficient, and economic operation in the Housekeeping and Laundry departments. To maintain impeccable service by responding promptly and efficiently to guest requests.

Laundry Attendant I 4 FT Positions

Thoroughly clean guest rooms including: making beds, cleaning bathrooms and floors. Clean and fold guest laundry. Ensure all items within guest rooms. Communicate clean status of each room upon completion. Remove room service trays and tables from guest rooms. Stock supply cart and ensure that it is neat and well organized. Accept or deliver laundry from housekeeping and maintains a list of dirty laundry. Responsible for the coordination of VIP stay from pre-arrival to arrival. Acts as a liaison between the front desk and department staff, ensuring door to door pick up and delivery, to ensure that it is in good working order. Respond to all hotel guests efficiently and in an appropriately friendly manner. Strong attention to detail. Strong customer service skills. Ability and willingness to stand for 8 hours at a time. Ability and willingness to work as a liaison between VIP guests and resort associates. Omni Prompt Response Help Line. Wake-up calls. 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.

Guest Room Attendant I 5 I FT Positions

Clean, clear and reset service areas. Continually check back with guests. Responds to guest requests in a timely manner. Maintain all aspects of Omni Hotels & Resorts standards while minimizing as much as possible. Sorting of dirty linen from laundry chute to be processed. Pickup of dirty linen from Food & Beverage Outlets/Banquets. Operating all washers, dryers, ironers and towel folders. Insure that laundry carts are clean and empty. Deliver clean laundry to designated areas that are timely. Responsible for the coordination of VIP stay from pre-arrival to arrival. Acts as a liaison between the front desk and department staff, ensuring door to door pick up and delivery, to ensure that it is in good working order. Respond to all hotel guests efficiently and in an appropriately friendly manner. Strong attention to detail. Strong customer service skills. Ability and willingness to stand for 8 hours at a time. Ability and willingness to work as a liaison between VIP guests and resort associates. Omni Prompt Response Help Line. Wake-up calls. 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.
Complete all duties as assigned by manager. Assist bartender when needed. Ensure tables are set up properly. Aid guests in locating other areas of the hotel, such as the bar. Responsible for removing dirty dishes from outlet or designated area. Remove any objects that can obstruct the job duties from being performed safely, efficiently and effectively.

**Prime**

**Restaurant Manager I 1 FT Position**

To consistently insure the maximum guest information in the restaurant. Pre-meal meeting conducted with service staff on a daily basis. Supervision of floor during operation. Insure that service personnel follow service scenario. Monitor timing of guest experience. Handle all complaints to the guests' satisfaction. To maintain proper standards of cleanliness and customer satisfaction. Monitor the operation to ensure that only duty as scheduled. Kitchen, stewarding and cashier staff on duty as scheduled. Side-stands fully stocked with equipment. All side-work complete. Coffee, and roll warming equipment functioning. Insure storage areas are free of debris or any blocking which can obstruct the job duties from being performed safely, efficiently and effectively. Must be willing to adapt to different climate changes in the restaurant, lounge and kitchen areas, with exposure to extreme temperatures. This position will be working with Food and Beverage hazardous cleaning chemicals.

**Overnight/PM Flex IRD Captain I 1 FT Position**

Responsible for controlling all aspects in the execution of banquet function. Effectively supervise the Banquet staff during all food and beverage service. Coordinate every aspect of the Banquet staff during all food and beverage service. Assist the Banquet Manager in the complete operation of the Banquet Department. Responsible for adhering to hotel policies and procedures. Responsible for adhering to all liquor liability laws. Must assist/conduct all designated staff/pre-function 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. Must be willing to adapt to different climate changes in the restaurant, lounge and kitchen areas, with exposure to extreme temperatures. This position will be working with Food and Beverage hazardous cleaning chemicals.

**PM Cashier I 1 FT Position**

Responsible to answer the phone within three rings. Take orders for guests. Must follow prepared scenario to encourage up-selling. Give the approximate time of delivery for the order. Prepare payment of checks. Knowledge of food menu and wine list. Know and adhere to all liability laws. Printing of reports at the end of the shift and banking out. Complete other duties assigned. Attend all designated staff meetings and training sessions. Perform other duties as assigned by management. 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. AM/PM Bussier/Overnight I 3 FT I 2 PT Positions

Keep floors clean at all times. Keep a neat and well stocked working area. Assist Manager, Servers and Banquet staff with above and beyond amenities. Perform proper delivery procedures. Attend all designated staff meetings and training sessions. Perform other duties as assigned by management. 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.

**Overnight Server I 1 FT Position**

Must have complete knowledge of service time, menu, and specials. Prepare, deliver and service orders. Always inquire if additional service is needed. Responsible for each check. Responsible for pickup and tray service. Responsible for setup, delivery and presentation of VIP amenity. Responsible for handling and carrying of food. Must follow with supervisor on any food pickup difficulties. Complete all side duties as assigned. Must minimize breakage. Attend all designated staff meetings and training sessions. 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 Cashier I 1 FT Position**

Respond to all guest inquiries. Handle all guest complaints. Complete all duties as assigned. Must minimize breakage. Attend all designated staff meetings and training sessions. 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.

**Revenue**

**Group Rooms Coordinator I 1 FT Position**

Ensure that all Group bookings are handled and processed efficiently. Make all confirmed, guaranteed and non-confirmed reservations through Sales & Convention Services Departments. To assist the Reservations Manager and Director of Revenue Management in managing the department’s day to day activities, when asked. Requisition labor, supplies and equipment. Ensure that the group blocks are created and monitored correctly prior, during, and post the groups dates. Attend weekly group pick-up meetings. Run group arrivals lists daily for future arrival dates, and no-show reports. Check for duplicate reservations – by calling all multiple same name reservations to ensure accuracy of guest names, and any special requests. Check for group reservation errors – and contact caller of the reservation or group contact accordingly to correct. Assist the Planning Manager and the Revenue Manager and the Director of Revenue Management. Work with the Convention Service Manager and Group Clients with group rooming lists, reservation changes, and group billing – according to contract and email history. Complete Group Commission Report, after group’s departure.

**Sales**

**Sales Manager I 1 FT Position**

Contact the representative all groups for business to include, government, and social groups to solicit business for the hotel. Call on prospects by phone or mail, analyzes requirements of occasion, outlines types of services offered and quote prices. Verifies reservations by contract and obtain signature. Confer with customer and Convention Services Manager to plan function details such as space requirements, publicity, time schedules, etc. Conduct site inspections for prospective clients. Entertain clients during their visit to the Omni Hotel at CNN Center. Represent the hotel at trade association meetings, shows, sales trips. Be aware of all tentative and definite group business in the hotel for the purpose of Alternative room blocks to maximize revenue with the direction of the DOM/DDS. Participate in Group Site Inspections conducted by hotel. Maintain a harmonious relationship with other hotel salespersons in the city. Perform all other duties as directed by the DOM/DDS.

**Administrative Assistant I 1 FT Position**

Schedules group’s visits to meet deadlines of all managers. Types and distribute all correspondence, including booking notices, letters, contracts, etc. for assigned managers. Ensures that all correspondence is 100% accurate. Maintains reader files. Maintain accurate files and ensures that all information is included in file, i.e., post convention reports, letters, fax information, etc. Coordinated general office functions. Ensures that all managers receive messages in a timely manner. (messages to include name and phone number of caller, date and time call received). Perform other duties as assigned by management. 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.

**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 wash 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 clear of debris or any other objects that can obstruct the job duties from being performed safely, efficiently and effectively. 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.

**Banquet Food Runner I 2 FT 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 banquettes and the outlets. Responsible for delivering clean cookware and serving ware to various outlets and meeting rooms. Get necessary supplies for the buffet. To include all china, glass, silverware, and other materials needed for functions. Clean-up buffet after every meal. Receive rolls and put in warmers. Check off and pick up store rooms. Assist managers during meal period. Remove any extra settings. Responsible for maintaining a clean and sanitary work station. Ability and willingness to stand for 8 hours at a time. Ability and willingness to push or pull 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.