Banquets
Asst. Banquet Manager/Set-Up Manager I 2 FT Positions
The Assistant Banquet Manager will assist and lead the banquet department in all functions at the hotel; properly set up and execute all service standards. Attend to all needs of the guests during functions and function related duties. Report to Banquet Manager any need for housekeeping and/or repairs and of banquet equipment. Assist in the upkeep and organization of all liquor liability laws. Must be familiar with and adhere 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.

Banquet Server I 1 FT Position
Perform all Banquet side work as designated by the Banquet Captain. Efficiently and properly perform all service standards. Attend to all needs of the guests during functions and function related duties. Report to Banquet Manager any need for housekeeping and/or repairs and of banquet equipment. Assist in the upkeep and organization of all liquor liability laws. Must be familiar with and adhere 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
Floor Coordinator I 1 FT Pending
To serve as the liaison with Catering/Congress Services 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.

Convention Services Manager I 1 FT Position
Confirm meeting programs and communicates convention details effectively between the client and hotel departments by using the appropriate hotel systems. Ensure all convention rooms are set for setup events. 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 various hotel departments to ensure their understanding of group’s needs and the department’s role. Schedule and facilitate pre- and post-con meetings. Check function space in Delphi to ensure accuracy of contract and group program. Check Epitope to ensure that VIP’s and suite arrangements are accurately accounted. Work closely with Convention Services Floor Coordinator to ensure all needs of the client are being met in a timely fashion. At conclusion of conference, review final bill with meeting planners and accounting. Project sense of urgency for all group requests. Accessible to client and other hotel departments through use of hotel issued cell phone. Conduct hotel site inspections when necessary. Investigate and correct any entertaining work relations when appropriate. Recommend special outside vendors/services when required. Schedule and facilitate internal “tie-down” meetings prior to conferences when necessary. Perform other duties as assigned by Director of Convention Services or Assistant Director of Convention Services. 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.

Catering Service Manager I 1 FT Position
Delphi is created to ensure that the guests and the event is the focal point of the meeting. The Delphi software allows guests to send requests, receive responses and print out proofs. The software is also used for seating charts and floor plans. The Delphi system is an excellent tool for managing and tracking all items that are needed for the event. It allows for easy access to all guest information and helps to ensure that all guest requests are fulfilled.

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feel welcome. Engages the guest to provide superior guest service. Ensures the valets are staged to maximize the guest experience. Reports traffic, ratings, service reports. Manages 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, including the front desk, check-in/check-out, drop box, and 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 maintain positive guest relations. 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 have a valid driver’s license. Must have a thorough understanding of all Front Office, Guest Services and Ideal Services Moments of Service scenarios, and execute to standard. Aids in the training of the Guest Services and Front Office (Opera, GoConcierge, Synergy, SALTO, Two-Way Radio Dispatch, ISD Firepanel). Be familiar with all hotel rate plans and rate codes, understanding rate strategy when making rate changes for guests. Be knowledgeable about the Front Desk (Opera, GoConcierge, Synergy, SALTO, Two-Way Radio Dispatch, ISD Firepanel). Be familiar with all hotel rate plans and rate codes, understanding rate strategy when making rate changes for guests. Be knowledgeable about the system.

**Rooms Controller I 1 FT Position**

Be thoroughly familiar with all check-in policies and procedures. Prepare VIP, SG & Service Recovery amendments and Written 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 the Front Desk. Be familiar with Lodgenet, Opera, Access, Vivo Card, GoConcierge, and Synergy. Be aware of business levels, arrival and departure patterns. Review and update turndown variance reports, kids turndown, SG WiFi routing. To be familiar with all hotel facilities. Must have complete understanding of hotel layout and familiar with all systems and equipment related to the department at all times. Adhere by safety and sanitation regulations as instructed by OSHA and the Omni Hotels & Resorts.

**Laundry Attendant I 4 FT Positions**

This position ensures that all Housekeeping and Food & Beverage Linen functions operate efficiently and effectively. Reports to the Director of Housekeeping. Performs any and all tasks associated with the Large Laundry Service. Maintains standards of guest services and a consistent guest experience as documented in department training, service reports, and hotel operations. Takes a lead role in ensuring that the Front Desk is operating at peak efficiency. To provide efficient customer service at all times and to maintain a clean, professional top quality bar. Properly set up and maintain a clean efficient service 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 all supplies stocked. Clean, clear and reset service areas. Protect the hotel from liability with regard to serving guests. Complete all duties as assigned by manager. Bartender when needed. Ensure tables are set up properly. Assist guests in locating other areas of the hotel (walk them to destination if possible). Attend Quarterly Meetings, Train and maintain complete knowledge of food and drink menus. Follow all company safety and security policies and procedures; report accidents, injuries, and unsafe work conditions; complete safety training and certifications.

**Barback I 2 FT Positions**

The Barback is responsible for providing efficient friendly customer service at all times and to maintain a clean, professional top quality bar. Must have a good working knowledge of alcoholic beverages. Must be familiar with all areas of the hotel and be able to maintain the standards of the Omni Hotels & Resorts.

**Outlet Supervisor I 1 FT Positions**

Must be familiar with all systems and equipments as related to the Front Desk. Keep all supplies stocked. Clean, clear and reset service areas. Continually check back with guests. Be familiar with respective area regulations. To perform efficient customer service at all times and maintain a clean, professional top quality bar. Maintain cleanliness and organization of other areas of the hotel.

**Front Desk Manager I 1 FT**

Maintain standards of guest services and a consistent guest experience as documented in department training, service reports, and Housekeeping & Guest Services Moments of Service. To ensure that the Front Desk operates at peak efficiency to give a maximum utilization of guestroom availability in attaining high occupancies and with minimum overbooking. To ensure the accuracy of the Front Desk, Reservations, PBX records with direct and open lines of communications to other departments within the hotel. Through proper Front Office rooms merchandising procedures, to ensure maximum yield of all hotel products. Reservations, Front Office salesmanship, and to 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, as evidenced by monthly audits. Keep all stocks of necessary forms, checks and bad debts. To ensure all Front Office payroll costs and other expenses are properly monitored and controlled in accordance with OHC budgets and monthly updates. Ensure that all procedures are in ICH status daily. To maintain open and clear communication with all internal departments. Takes a lead role in marketing efforts to include Select Guest, ESP, Weekend Packages and R.M.P.s. Be familiar with Fire Panel. Oversees accurate input of reservations into system in a timely manner. Facilitating, 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.

**Lobby Attendant I 1 FT Position**

To ensure that the hotel lobbies are serviced throughout the day. To service all men’s and ladies’ public restrooms in lobby areas. Responds to guest requests. To service the executive offices. Services both men’s and ladies’ associate locker rooms. 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.

**Morsels**

**Outlet Supervisor I 1 FT Positions**

Must be able to convey information and ideas clearly. Must be able to evaluate and select among alternative course of action quickly and accurately. Must work well in stressful, high pressure situations. Must be effective in handling problems in the workplace, including anticipating, preventing, identifying and solving problems as necessary. Must have the ability to assimilate complex information, data, etc, from disparate sources. Must be effective at listening to, understanding, and clarifying the concerns and issues raised by co-workers and guests. Must be able to work with and understand financial information and data and basic arithmetic functions. Must lead by example, remain professional in all situations. Approach all encounters with guests and associates in a friendly, service oriented manner. Maintain regular attendance in 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 grooming, which include wearing proper uniform and name tag when working. Comply at all times with financial standards and regulations to ensure efficient hotel operations. Oversee all aspects of the daily operations of the department. To be thoroughly acquainted with all technical equipment to fully utilize its capabilities and extend efficient service of the department to all guests. To be thoroughly acquainted with all guest scenarios and utilize at all times. To 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. To ensure the
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**Prime Meridian Greeter I 3 FT I 2 PT Position**

The primary responsibility of this position is the monitoring of the open dining sections of the restaurant for empty and cleaned tables, estimating wait times for guests, monitoring the guest 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, booking reservations and moving tables together to accommodate large parties. Greet guests in a friendly and professional manner and seat them appropriately as per the seating chart. Provide guests with menus. Organize and prepare reservations. Follows daily checklists and site work. Sets up, stocks and breakdowns of service and dining room following procedures. Contributes to a professional workplace that maximizes employee morale, productivity and effectiveness. Works well with a diverse FOH and BOH staff.

**Procurement**

Shipping & Receiving Clerk I 1 FT 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, count, weight tolerance and acceptable expiration date). Fill out an error correction when necessary in duplicate. You are responsible for any discrepancies and notify Store Room Manager immediately of shortage to arrange for 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 or tagged. The pricing procedure is to be done by the Receiving Agent, Storeroom Manager or Assistant Purchasing Manager only. All items will be priced out “as purchase price per pound each, per pound, per case. Labels all incoming bread and bakery deliveries as to outlet or 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 temperature, improper rotation, etc. Assists and directs inventory documentation along with the Storeroom Manager as necessary. Assists Storeroom Clerks in filling requisitions and sanitation maintenance daily. Assist in conducting End-Of-Month Physical Inventory. 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 Service**

In Room Dining Manager I 1 FT Position

Maintain consistently good food service for guests. Monitor all tray and table set ups, being 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 cold. 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 rehearsals must be made either within a reasonable amount of time after delivery or during dinner requested by 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 delivery. Determine when action to be taken if orders are behind time in delivery, 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 trays as possible are picked up. Make sure list of trays not picked up is left for next shift. Monitor all Room Service deliveries. Maintain an adequate supply of both equipment and food items to ensure speed and quality of service. Accurate daily inventories must be made with accompanying requisition orders to keep all pars stable and Room Service personnel equipped to deliver orders promptly. Keep all stocked liquor in well-stocked liquor back-up cabinet (if applicable). Daily inventories must accompany daily orders to keep liquor pars stable. Maintain control of both equipment and par. Maintain a professional attitude 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 all 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. Produce 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 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 dry. Knowledge of dishwasher presentation; i.e., how to set up, how to clean, chemicals and temperature setting of dishwasher. Knowledge of floor 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 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 banquets and the outlets. Responsible for delivering clean cookware and serving ware to various outlets and maintaining storage areas. Responsible for cleaning storage areas. Responsible 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-room supplies. Assist servers during meal periods. 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 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.