

## **Bellstand/Door Attendant**

### **Job Family: Bellstand/Door**

#### **POSITION SUMMARY**

Greet and escort guests to rooms. Open doors and assist guests/visitors entering and leaving property. Inform guests of property amenities, services, and hours of operation, and local areas of interest and activities. Identify and explain room features to guests (e.g., use of room key, mini-bar, ice and vending areas, in-room safe, valet laundry services). Transport guest luggage to and from guest rooms and/or designated bell area. Assist with luggage storage and retrieval. Assist guests/visitors in and out of vehicles, including assisting guests with loading/unloading luggage. Supply guests with directions. Arrange transportation (e.g., taxi cab, shuttle bus, limousine/sedan service) for guests/visitors, and record advance transportation request as needed. Communicate parking procedures to guests/visitors.

Follow all company policies and procedures, and report accidents, injuries, and unsafe work conditions to manager. Maintain awareness of undesirable persons on property premises. Ensure uniform and personal appearance are clean and professional, and maintain confidentiality of proprietary information. Welcome and acknowledge all guests, anticipate and address guests' service needs, assist individuals with disabilities, and thank guests with genuine appreciation. Speak with others using clear and professional language, and answer telephones using appropriate etiquette. Develop and maintain positive working relationships with others. Comply with quality assurance expectations and standards. Read and visually verify information in a variety of formats (e.g., small print). Move at a speed required to respond to work situations (e.g., run, walk, jog). Stand, sit, or walk for an extended period of time or for an entire work shift. Move, lift, carry, push, pull, and place objects weighing less than or equal to 50 pounds without assistance and objects weighing in excess of 75 pounds with assistance. Move over sloping, uneven, or slippery surfaces as well as up and down stairs and/or service ramps. Reach overhead and below the knees, including bending, twisting, pulling, and stooping. Perform other reasonable job duties as requested by Supervisors.

#### **CRITICAL TASKS**

##### **Safety and Security**

- Report work related accidents, or other injuries immediately upon occurrence to manager/supervisor.
- Follow company and department safety and security policies and procedures to ensure a clean, safe, and secure environment.
- Maintain awareness of suspicious persons on property premises.
- Follow property specific procedures for handling emergency situations (e.g., evacuations, medical emergencies, natural disasters).
- Identify and correct unsafe work procedures or conditions and/or report them to management and security/safety personnel.

##### **Policies and Procedures**

- Protect the privacy and security of guests and coworkers.
- Maintain confidentiality of proprietary materials and information.
- Ensure uniform, nametags, and personal appearance are clean, hygienic, professional and in compliance with company policies and procedures.
- Follow company and department policies and procedures.
- Protect company tools, equipment, machines, or other assets in accordance with company policies and procedures.
- Perform other reasonable job duties as requested by Supervisors.

##### **Guest Relations**

- Address guests' service needs in a professional, positive, and timely manner.
- Welcome and acknowledge each and every guest with a smile, eye contact, and a friendly verbal greeting, using the guest's name when possible.
- Provide assistance to individuals with disabilities, including assisting visually, hearing, or physically-impaired individuals within guidelines (e.g., escorting them when requested, using words to explain

actions, writing directions on paper, moving objects out of the way, or offering access to Braille or TDD phones).

- Actively listen and respond positively to guest questions, concerns, and requests using brand or property specific process (e.g., LEARN, PLEASED, Guest Response, LEAP) to resolve issues, delight, and build trust.
- Thank guests with genuine appreciation and provide a fond farewell.
- Anticipate guests' service needs, including asking questions of guests to better understand their needs and watching/listening to guest preferences and acting on them whenever possible.
- Engage guests in conversation regarding their stay, property services, and area attractions/offerings.
- Assist other employees to ensure proper coverage and prompt guest service.

**Communication**

- Speak to guests and co-workers using clear, appropriate and professional language.
- Discuss work topics, activities, or problems with coworkers, supervisors, or managers discreetly and quietly, avoiding public areas of the property.
- Talk with and listen to other employees to effectively exchange information.
- Answer telephones using appropriate etiquette including answering the phone within 3 rings, answering with a smile in one's voice, using the callers' name, transferring calls to appropriate person/department, requesting permission before placing the caller on hold, taking and relaying messages, and allowing the caller to end the call.

**Working with Others**

- Support all co-workers and treat them with dignity and respect.
- Develop and maintain positive and productive working relationships with other employees and departments.

**Quality Assurance/Quality Improvement**

- Comply with quality assurance expectations and standards.

**Physical Tasks**

- Read and visually verify information in a variety of formats (e.g., small print).
- Move at a speed required to respond to work situations (e.g., run, walk, jog).
- Stand, sit, or walk for an extended period of time or for an entire work shift.
- Move, lift, carry, push, pull, and place objects weighing less than or equal to 50 pounds without assistance and objects weighing in excess of 75 pounds with assistance.
- Move over sloping, uneven, or slippery surfaces.
- Move up and down stairs and/or service ramps.
- Reach overhead and below the knees, including bending, twisting, pulling, and stooping.

**Greet/Escort Guests**

- Supply guests/residents with directions and information regarding property amenities, services, and hours of operation, and local areas of interest and activities.
- Tag, store, and retrieve luggage from luggage storage, providing guests with proper claim tickets for their luggage.

**CRITICAL COMPETENCIES**

<p><b>Interpersonal Skills</b></p> <ul style="list-style-type: none"> <li>▪ Customer Service Orientation</li> <li>▪ Team Work</li> <li>▪ Diversity Relations</li> <li>▪ Interpersonal Skills</li> </ul>	<p><b>Communications</b></p> <ul style="list-style-type: none"> <li>▪ Communication</li> <li>▪ Listening</li> <li>▪ English Language Proficiency</li> </ul>	<p><b>Personal Attributes</b></p> <ul style="list-style-type: none"> <li>▪ Presentation</li> <li>▪ Positive Demeanor</li> <li>▪ Dependability</li> <li>▪ Integrity</li> </ul>
<p><b>Physical Abilities</b></p> <ul style="list-style-type: none"> <li>▪ Proper Lifting Techniques</li> <li>▪ Physical Strength</li> </ul>		

PREFERRED QUALIFICATIONS

<b>Education</b>	High school diploma/G.E.D. equivalent
<b>Related Work Experience</b>	No related work experience is required
<b>Supervisory Experience</b>	No supervisory experience is required

## **Banquet - Commis Job Family: Culinary**

### **POSITION SUMMARY**

Determine how food should be presented using the BEO and create decorative food displays. Prepare special meals or substitute items. Assist with Banquet plate-ups. Communicate any assistance needed during busy periods to the Chef. Ensure proper portion, arrangement, and food garnish. Monitor the quality and quantity of food that is prepared and the portions that are served. Prepare proper plate and platter presentations for banquets. Set up and operate action stations for banquet or buffet. Carve buffet meats as requested by guests. Support banquet and buffet by ensuring adequate stock of all items. Operate ovens, stoves, grills, microwaves, and fryers to prepare foods. Prepare ingredients for cooking, including portioning, chopping, and storing food. Prepare and cook food according to recipes, quality standards, presentation standards, and food preparation checklist. Prepare cold foods.

Assist management in hiring, training, scheduling, evaluating, counseling, disciplining, and motivating and coaching employees; serve as a role model. Follow all company and safety and security policies and procedures; report maintenance needs, accidents, injuries, and unsafe work conditions to manager; complete safety training and certifications. Ensure uniform and personal appearance are clean and professional; protect company assets. Support team to reach common goals. Ensure adherence to quality expectations and standards. Stand, sit, or walk for an extended period of time. Reach overhead and below the knees, including bending, twisting, pulling, and stooping. Move, lift, carry, push, pull, and place objects weighing less than or equal to 50 pounds without assistance. Perform other reasonable job duties as requested by Supervisors.

### **CRITICAL TASKS**

#### **Safety and Security**

- Use proper equipment, wear appropriate personal protective clothing (PPE), and employ correct lifting procedures, as necessary, to avoid injury.
- Follow company and department safety and security policies and procedures to ensure a clean, safe, and secure environment.
- Report work related accidents, or other injuries immediately upon occurrence to manager/supervisor.
- Identify and correct unsafe work procedures or conditions and/or report them to management and security/safety personnel.
- Follow policies and procedures for the safe operation and storage of tools, equipment, and machines.

#### **Policies and Procedures**

- Follow company and department policies and procedures.
- Protect company tools, equipment, machines, or other assets in accordance with company policies and procedures.
- Ensure uniform, nametags, and personal appearance are clean, hygienic, professional and in compliance with company policies and procedures.
- Perform other reasonable job duties as requested by Supervisors.

#### **Communication**

- Talk with and listen to other employees to effectively exchange information.

#### **Working with Others**

- Support all co-workers and treat them with dignity and respect.
- Develop and maintain positive and productive working relationships with other employees and departments.

#### **Quality Assurance/Quality Improvement**

- Comply with quality assurance expectations and standards.

#### **Physical Tasks**

- Move, lift, carry, push, pull, and place objects weighing less than or equal to 50 pounds without assistance.
- Stand, sit, or walk for an extended period of time or for an entire work shift.

- Grasp, turn, and manipulate objects of varying size and weight, requiring fine motor skills and hand-eye coordination.
- Reach overhead and below the knees, including bending, twisting, pulling, and stooping.
- Move over sloping, uneven, or slippery surfaces.

### **General Kitchen**

- Prepare all potentially hazardous foods at the correct temperature according to the HACCP guidelines.
- Follow appropriate personal hygiene procedures to ensure food served to guests is safe for consumption, including disinfecting hands prior to handling food and wearing a hat/hairnet and proper footwear.
- Follow and ensure compliance with food safety and handling policies and procedures, such as product rotation, First In-First Out (FIFO); dating, labeling, cleaning, and organizing coolers/freezers/storage areas; and Cold Chain compliance, across all food-related departments and areas.
- Operate ovens, stoves, grills, microwaves, and fryers to prepare foods.
- Ensure the quality of the food items and notify manager if a product does not meet specifications.
- Check and ensure the correctness of the temperature of appliances and food using thermostats and thermometers, including monitoring freezer systems, such as fans, drains, and doors, for proper operation, and report issues or problems to facility management.
- Monitor the quantity of food that is prepared and the portions that are served in to control food waste and ensure that good food is not thrown away.
- Maintain up-to-date knowledge of company Food Safety Programs within assigned area of responsibility, as well as all local, state, and federal regulations.
- Communicate any assistance needed during busy periods to the Chef to ensure optimum service to guests.
- Assist with Banquet plate-ups.
- Report maintenance issues immediately to appropriate personnel (i.e., management or maintenance).

### **Sanitation and Maintenance**

- Disassemble and assemble kitchen equipment following safety procedures when cleaning.
- Wash and disinfect kitchen area including tables, tools, knives, and equipment to ensure sanitary conditions and meet the departmental standards, including using sanitizers required by health department.
- Set-up and break down work station with required mise en place, tools, equipment and supplies, ensuring items are to established specs, ensuring adequate fill of containers, storing items appropriately, and cleaning station as appropriate.
- Follow and ensure compliance with sanitation and cleaning procedures and pest control guidelines, reporting pest control issues to appropriate personnel.

### **Kitchen Tools & Equipment**

- Use kitchen tools safely and appropriately, including using appropriate tools to open cartons, boxes, and cans; keeping knives sharpened; using proper knife handling procedures; using correct knives for particular food item or specific task; using dry pads when moving hot material; and engaging all appropriate safety devices prior to operating equipment.

### **Food Preparation**

- Test foods to determine if they have been cooked sufficiently, using methods such as tasting, smelling, or piercing them with utensils.
- Prepare and cook food according to recipes, quality standards, presentation standards, and food preparation checklist, establishing priority items.
- Wash and peel (if required) fresh fruits and vegetables to prepare them for cooking or consumption.
- Prepare ingredients for cooking, including portioning, chopping, and storing food before use.
- Prepare sauces, stock, and soup.
- Weigh, measure, and mix ingredients according to recipes or personal judgment, using various kitchen utensils and equipment.

- Monitor food quality while preparing food and throughout the day utilizing the HACCP forms and production charts.
- Regulate temperature of ovens, broilers, grills, and roasters.
- Prepare special meals or substitute items, where possible, to satisfy guest requests.

**Set-up**

- Ensure proper portion, arrangement, and food garnish to be served to waiters or patrons, according to standards.
- Serve food (for example, soup, desserts, sides, entrees) in proper portions onto dishes, plates, mugs, and bowls, ensuring proper plate appearance.

**CRITICAL COMPETENCIES**

<p><b>Analytical Skills</b></p> <ul style="list-style-type: none"> <li>▪ Learning</li> </ul>	<p><b>Interpersonal Skills</b></p> <ul style="list-style-type: none"> <li>▪ Team Work</li> <li>▪ Diversity Relations</li> </ul>	<p><b>Personal Attributes</b></p> <ul style="list-style-type: none"> <li>▪ Dependability</li> <li>▪ Stress Tolerance</li> <li>▪ Safety Orientation</li> <li>▪ Initiative</li> <li>▪ Positive Demeanor</li> <li>▪ Integrity</li> </ul>
<p><b>Organization</b></p> <ul style="list-style-type: none"> <li>▪ Multi-Tasking</li> <li>▪ Time Management</li> <li>▪ Planning and Organizing</li> </ul>	<p><b>Physical Abilities</b></p> <ul style="list-style-type: none"> <li>▪ Stamina</li> <li>▪ Hand-Eye Coordination</li> <li>▪ Agility</li> <li>▪ Visual Acuity</li> <li>▪ Manual Dexterity</li> </ul>	<p><b>Stock and Inventory</b></p> <ul style="list-style-type: none"> <li>▪ Food Storage and Rotation</li> </ul>
<p><b>Equipment and Tools</b></p> <ul style="list-style-type: none"> <li>▪ Thermometer and Thermostat</li> <li>▪ Temperature Standards</li> <li>▪ Kitchen Tools</li> <li>▪ Kitchen Wares</li> </ul>	<p><b>Basic Cookery</b></p> <ul style="list-style-type: none"> <li>▪ Information Retention</li> <li>▪ Cooking Standards</li> <li>▪ Recipe</li> <li>▪ Food Creativity</li> </ul>	<p><b>Food Preparation</b></p> <ul style="list-style-type: none"> <li>▪ Sauces</li> </ul>
<p><b>Butcher</b></p> <ul style="list-style-type: none"> <li>▪ Protein Storage Guidelines</li> </ul>		

**PREFERRED QUALIFICATIONS**

<b>Education</b>	Technical, Trade, or Vocational School Degree
<b>Related Work Experience</b>	At least 3 years of related work experience
<b>Supervisory Experience</b>	No supervisory experience is required

## Commis – Cold Kitchen Job Family: Culinary

### POSITION SUMMARY

Prepare ingredients for cooking, including portioning, chopping, and storing food. Wash and peel fresh fruits and vegetables. Weigh, measure, and mix ingredients. Prepare and cook food according to recipes, quality standards, presentation standards, and food preparation checklist. Prepare cold foods. Operate ovens, stoves, grills, microwaves, and fryers. Test foods to determine if they have been cooked sufficiently. Monitor food quality while preparing food. Set-up and break down work station. Serve food in proper portions onto proper receptacles. Wash and disinfect kitchen area, tables, tools, knives, and equipment. Check and ensure the correctness of the temperature of appliances and food.

Follow all company and safety and security policies and procedures; report maintenance needs, accidents, injuries, and unsafe work conditions to manager; complete safety training and certifications. Ensure uniform and personal appearance are clean and professional; maintain confidentiality of proprietary information; protect company assets. Speak with others using clear and professional language. Develop and maintain positive working relationships with others; support team to reach common goals; listen and respond appropriately to the concerns of other employees. Ensure adherence to quality expectations and standards. Stand, sit, or walk for an extended period of time or for an entire work shift. Reach overhead and below the knees, including bending, twisting, pulling, and stooping. Move, lift, carry, push, pull, and place objects weighing less than or equal to 25 pounds without assistance. Perform other reasonable job duties as requested by Supervisors.

### CRITICAL TASKS

#### **Safety and Security**

- Follow company and department safety and security policies and procedures to ensure a clean, safe, and secure environment.
- Report work related accidents, or other injuries immediately upon occurrence to manager/supervisor.
- Follow policies and procedures for the safe operation and storage of tools, equipment, and machines.
- Use proper equipment, wear appropriate personal protective clothing (PPE), and employ correct lifting procedures, as necessary, to avoid injury.
- Complete appropriate safety training and certifications to perform work tasks.
- Identify and correct unsafe work procedures or conditions and/or report them to management and security/safety personnel.
- Follow property specific procedures for handling emergency situations (e.g., evacuations, medical emergencies, natural disasters).

#### **Policies and Procedures**

- Follow company and department policies and procedures.
- Protect company tools, equipment, machines, or other assets in accordance with company policies and procedures.
- Ensure uniform, nametags, and personal appearance are clean, hygienic, professional and in compliance with company policies and procedures.
- Protect the privacy and security of guests and coworkers.
- Perform other reasonable job duties as requested by Supervisors.

#### **Guest Relations**

- Assist other employees to ensure proper coverage and prompt guest service.

#### **Communication**

- Speak to guests and co-workers using clear, appropriate and professional language.

#### **Working with Others**

- Support all co-workers and treat them with dignity and respect.
- Develop and maintain positive and productive working relationships with other employees and departments.
- Partner with and assist others to promote an environment of teamwork and achieve common goals.

#### **Quality Assurance/Quality Improvement**

- Comply with quality assurance expectations and standards.

### **Physical Tasks**

- Stand, sit, or walk for an extended period of time or for an entire work shift.
- Reach overhead and below the knees, including bending, twisting, pulling, and stooping.
- Move, lift, carry, push, pull, and place objects weighing less than or equal to 25 pounds without assistance.

### **General Kitchen**

- Prepare all potentially hazardous foods at the correct temperature according to the HACCP guidelines.
- Follow appropriate personal hygiene procedures to ensure food served to guests is safe for consumption, including disinfecting hands prior to handling food and wearing a hat/hairnet and proper footwear.
- Follow and ensure compliance with food safety and handling policies and procedures, such as product rotation, First In-First Out (FIFO); dating, labeling, cleaning, and organizing coolers/freezers/storage areas; and Cold Chain compliance, across all food-related departments and areas.
- Ensure the quality of the food items and notify manager if a product does not meet specifications.
- Monitor the quantity of food that is prepared and the portions that are served in to control food waste and ensure that good food is not thrown away.
- Communicate any assistance needed during busy periods to the Chef to ensure optimum service to guests.
- Operate ovens, stoves, grills, microwaves, and fryers to prepare foods.
- Check and ensure the correctness of the temperature of appliances and food using thermostats and thermometers, including monitoring freezer systems, such as fans, drains, and doors, for proper operation, and report issues or problems to facility management.
- Report maintenance issues immediately to appropriate personnel (i.e., management or maintenance).
- Maintain up-to-date knowledge of company Food Safety Programs within assigned area of responsibility, as well as all local, state, and federal regulations.

### **Sanitation and Maintenance**

- Wash and disinfect kitchen area including tables, tools, knives, and equipment to ensure sanitary conditions and meet the departmental standards, including using sanitizers required by health department.
- Set-up and break down work station with required mise en place, tools, equipment and supplies, ensuring items are to established specs, ensuring adequate fill of containers, storing items appropriately, and cleaning station as appropriate.
- Follow and ensure compliance with sanitation and cleaning procedures and pest control guidelines, reporting pest control issues to appropriate personnel.
- Disassemble and assemble kitchen equipment following safety procedures when cleaning.

### **Kitchen Tools & Equipment**

- Use kitchen tools safely and appropriately, including using appropriate tools to open cartons, boxes, and cans; keeping knives sharpened; using proper knife handling procedures; using correct knives for particular food item or specific task; using dry pads when moving hot material; and engaging all appropriate safety devices prior to operating equipment.
- Use measuring tools (for example, scale, measuring cups, measuring spoons) to precisely measure ingredients and portion sizes.

### **Food Preparation**

- Prepare and cook food according to recipes, quality standards, presentation standards, and food preparation checklist, establishing priority items.
- Prepare ingredients for cooking, including portioning, chopping, and storing food before use.
- Wash and peel (if required) fresh fruits and vegetables to prepare them for cooking or consumption.
- Test foods to determine if they have been cooked sufficiently, using methods such as tasting, smelling, or piercing them with utensils.

- Weigh, measure, and mix ingredients according to recipes or personal judgment, using various kitchen utensils and equipment.
- Monitor food quality while preparing food and throughout the day utilizing the HACCP forms and production charts.
- Prepare cold foods, including preparing salads, cold sandwiches, condiments, and dressings.

**Set-up**

- Ensure proper portion, arrangement, and food garnish to be served to waiters or patrons, according to standards.

**Banquet/Buffer**

- Breakdown work station and return and label back-up items according to proper food handling procedures.

**CRITICAL COMPETENCIES**

<p><b>Interpersonal Skills</b></p> <ul style="list-style-type: none"> <li>▪ Team Work</li> <li>▪ Diversity Relations</li> </ul>	<p><b>Personal Attributes</b></p> <ul style="list-style-type: none"> <li>▪ Safety Orientation</li> <li>▪ Dependability</li> <li>▪ Presentation</li> </ul>	<p><b>Stock and Inventory</b></p> <ul style="list-style-type: none"> <li>▪ Food Storage and Rotation</li> </ul>
<p><b>Basic Cookery</b></p> <ul style="list-style-type: none"> <li>▪ Recipe</li> </ul>		

**PREFERRED QUALIFICATIONS**

<p><b>Education</b></p>	<p>High school diploma/G.E.D. equivalent</p>
<p><b>Related Work Experience</b></p>	<p>At least 1 year of related work experience</p>
<p><b>Supervisory Experience</b></p>	<p>No supervisory experience is required</p>

## Commis - Pastry/Baker Job Family: Culinary

### POSITION SUMMARY

Prepare and cook food according to recipes, quality and presentation standards, and food prep checklists. Prepare ingredients for cooking, including portioning, chopping, and storing food before use. Safely and appropriately use baking and measuring tools/equipment/appliances to prepare baked foods. Follow and ensure compliance with food safety handling policies and procedures, including personal hygiene procedures. Check and ensure correct temperatures of kitchen appliances and food, and report issues to management. Wash and disinfect kitchen area; set-up and break-down work station; and follow and ensure compliance with sanitation and cleaning procedures. Monitor the quality of food prepared and portions served throughout shift.

Follow all company policies and procedures, including safety and security; report accidents, injuries, and unsafe work conditions to manager; complete safety training and certifications. Ensure uniform and personal appearance are clean and professional; maintain confidentiality of proprietary information; protect company assets. Speak with others using clear and professional language and answer telephones using appropriate etiquette. Develop and maintain positive working relationships with others and support team to reach common goals. Comply with quality expectations and standards. Move, lift, carry, push, pull, and place objects weighing less than or equal to 25 pounds without assistance. Move over sloping, uneven, or slippery surfaces. Reach overhead and below the knees, including bending, twisting, pulling, and stooping. Stand, sit, or walk for an extended period of time. Perform other reasonable job duties as requested by Supervisors.

### CRITICAL TASKS

#### **Safety and Security**

- Follow policies and procedures for the safe operation and storage of tools, equipment, and machines.
- Follow company and department safety and security policies and procedures to ensure a clean, safe, and secure environment.
- Report work related accidents, or other injuries immediately upon occurrence to manager/supervisor.
- Use proper equipment, wear appropriate personal protective clothing (PPE), and employ correct lifting procedures, as necessary, to avoid injury.
- Identify and correct unsafe work procedures or conditions and/or report them to management and security/safety personnel.
- Complete appropriate safety training and certifications to perform work tasks.

#### **Policies and Procedures**

- Protect company tools, equipment, machines, or other assets in accordance with company policies and procedures.
- Ensure uniform, nametags, and personal appearance are clean, hygienic, professional and in compliance with company policies and procedures.
- Follow company and department policies and procedures.
- Protect the privacy and security of guests and coworkers.
- Perform other reasonable job duties as requested by Supervisors.

#### **Communication**

- Speak to guests and co-workers using clear, appropriate and professional language.
- Answer telephones using appropriate etiquette including answering the phone within 3 rings, answering with a smile in one's voice, using the callers' name, transferring calls to appropriate person/department, requesting permission before placing the caller on hold, taking and relaying messages, and allowing the caller to end the call.
- Talk with and listen to other employees to effectively exchange information.

#### **Working with Others**

- Support all co-workers and treat them with dignity and respect.
- Partner with and assist others to promote an environment of teamwork and achieve common goals.

- Develop and maintain positive and productive working relationships with other employees and departments.

#### **Quality Assurance/Quality Improvement**

- Comply with quality assurance expectations and standards.

#### **Physical Tasks**

- Stand, sit, or walk for an extended period of time or for an entire work shift.
- Reach overhead and below the knees, including bending, twisting, pulling, and stooping.
- Move, lift, carry, push, pull, and place objects weighing less than or equal to 25 pounds without assistance.
- Move over sloping, uneven, or slippery surfaces.

#### **General Kitchen**

- Prepare all potentially hazardous foods at the correct temperature according to the HACCP guidelines.
- Follow appropriate personal hygiene procedures to ensure food served to guests is safe for consumption, including disinfecting hands prior to handling food and wearing a hat/hairnet and proper footwear.
- Follow and ensure compliance with food safety and handling policies and procedures, such as product rotation, First In-First Out (FIFO); dating, labeling, cleaning, and organizing coolers/freezers/storage areas; and Cold Chain compliance, across all food-related departments and areas.
- Operate ovens, stoves, grills, microwaves, and fryers to prepare foods.
- Ensure the quality of the food items and notify manager if a product does not meet specifications.
- Communicate any assistance needed during busy periods to the Chef to ensure optimum service to guests.
- Check and ensure the correctness of the temperature of appliances and food using thermostats and thermometers, including monitoring freezer systems, such as fans, drains, and doors, for proper operation, and report issues or problems to facility management.
- Maintain up-to-date knowledge of company Food Safety Programs within assigned area of responsibility, as well as all local, state, and federal regulations.
- Report maintenance issues immediately to appropriate personnel (i.e., management or maintenance).
- Monitor the quantity of food that is prepared and the portions that are served in to control food waste and ensure that good food is not thrown away.

#### **Sanitation and Maintenance**

- Wash and disinfect kitchen area including tables, tools, knives, and equipment to ensure sanitary conditions and meet the departmental standards, including using sanitizers required by health department.
- Set-up and break down work station with required mise en place, tools, equipment and supplies, ensuring items are to established specs, ensuring adequate fill of containers, storing items appropriately, and cleaning station as appropriate.
- Follow and ensure compliance with sanitation and cleaning procedures and pest control guidelines, reporting pest control issues to appropriate personnel.
- Disassemble and assemble kitchen equipment following safety procedures when cleaning.

#### **Kitchen Tools & Equipment**

- Use baking tools (for example, rolling pin, dough scraper, biscuit and dumpling cutters, sifter) to prepare baked foods.
- Use measuring tools (for example, scale, measuring cups, measuring spoons) to precisely measure ingredients and portion sizes.
- Use kitchen tools safely and appropriately, including using appropriate tools to open cartons, boxes, and cans; keeping knives sharpened; using proper knife handling procedures; using correct knives for particular food item or specific task; using dry pads when moving hot material; and engaging all appropriate safety devices prior to operating equipment.

#### **Food Preparation**

- Weigh, measure, and mix ingredients according to recipes or personal judgment, using various kitchen utensils and equipment.

- Prepare and cook food according to recipes, quality standards, presentation standards, and food preparation checklist, establishing priority items.
- Test foods to determine if they have been cooked sufficiently, using methods such as tasting, smelling, or piercing them with utensils.
- Convert measurements (for example, teaspoons to tablespoons) using measurement chart.
- Mix icings, frosting, and glazes to decorate pastry items using icing bags, cutters, and miscellaneous hand tools.
- Prepare ingredients for cooking, including portioning, chopping, and storing food before use.
- Monitor food quality while preparing food and throughout the day utilizing the HACCP forms and production charts.
- Wash and peel (if required) fresh fruits and vegetables to prepare them for cooking or consumption.

**Set-up**

- Ensure proper portion, arrangement, and food garnish to be served to waiters or patrons, according to standards.

**CRITICAL COMPETENCIES**

<p><b>Analytical Skills</b></p> <ul style="list-style-type: none"> <li>▪ Arithmetic Computation</li> </ul>	<p><b>Interpersonal Skills</b></p> <ul style="list-style-type: none"> <li>▪ Team Work</li> <li>▪ Diversity Relations</li> </ul>	<p><b>Personal Attributes</b></p> <ul style="list-style-type: none"> <li>▪ Presentation</li> <li>▪ Safety Orientation</li> <li>▪ Dependability</li> <li>▪ Positive Demeanor</li> <li>▪ Integrity</li> </ul>
<p><b>Physical Abilities</b></p> <ul style="list-style-type: none"> <li>▪ Hand-Eye Coordination</li> <li>▪ Stamina</li> <li>▪ Physical Strength</li> <li>▪ Agility</li> <li>▪ Visual Acuity</li> <li>▪ Manual Dexterity</li> </ul>	<p><b>Stock and Inventory</b></p> <ul style="list-style-type: none"> <li>▪ Food Storage and Rotation</li> </ul>	<p><b>Equipment and Tools</b></p> <ul style="list-style-type: none"> <li>▪ Kitchen Measurement Tools</li> </ul>
<p><b>Basic Cookery</b></p> <ul style="list-style-type: none"> <li>▪ Recipe</li> <li>▪ Mixing Skills</li> <li>▪ Measurement</li> <li>▪ Bakery Procedures</li> </ul>		

**PREFERRED QUALIFICATIONS**

<b>Education</b>	High school diploma/G.E.D. equivalent
<b>Related Work Experience</b>	Less than 1 year related work experience
<b>Supervisory Experience</b>	No supervisory experience is required

## Commis II/III – Cold Kitchen Job Family: Culinary

### POSITION SUMMARY

Prepare ingredients for cooking, including portioning, chopping, and storing food. Wash and peel fresh fruits and vegetables. Weigh, measure, and mix ingredients. Prepare and cook food according to recipes, quality standards, presentation standards, and food preparation checklist. Prepare cold foods. Operate ovens, stoves, grills, microwaves, and fryers. Test foods to determine if they have been cooked sufficiently. Monitor food quality while preparing food. Set-up and break down work station. Serve food in proper portions onto proper receptacles. Wash and disinfect kitchen area, tables, tools, knives, and equipment. Check and ensure the correctness of the temperature of appliances and food.

Follow all company and safety and security policies and procedures; report maintenance needs, accidents, injuries, and unsafe work conditions to manager; complete safety training and certifications. Ensure uniform and personal appearance are clean and professional; maintain confidentiality of proprietary information; protect company assets. Speak with others using clear and professional language. Develop and maintain positive working relationships with others; support team to reach common goals; listen and respond appropriately to the concerns of other employees. Ensure adherence to quality expectations and standards. Stand, sit, or walk for an extended period of time or for an entire work shift. Reach overhead and below the knees, including bending, twisting, pulling, and stooping. Move, lift, carry, push, pull, and place objects weighing less than or equal to 25 pounds without assistance. Perform other reasonable job duties as requested by Supervisors.

### CRITICAL TASKS

#### **Safety and Security**

- Follow company and department safety and security policies and procedures to ensure a clean, safe, and secure environment.
- Report work related accidents, or other injuries immediately upon occurrence to manager/supervisor.
- Follow policies and procedures for the safe operation and storage of tools, equipment, and machines.
- Use proper equipment, wear appropriate personal protective clothing (PPE), and employ correct lifting procedures, as necessary, to avoid injury.
- Complete appropriate safety training and certifications to perform work tasks.
- Identify and correct unsafe work procedures or conditions and/or report them to management and security/safety personnel.
- Follow property specific procedures for handling emergency situations (e.g., evacuations, medical emergencies, natural disasters).

#### **Policies and Procedures**

- Follow company and department policies and procedures.
- Protect company tools, equipment, machines, or other assets in accordance with company policies and procedures.
- Ensure uniform, nametags, and personal appearance are clean, hygienic, professional and in compliance with company policies and procedures.
- Protect the privacy and security of guests and coworkers.
- Perform other reasonable job duties as requested by Supervisors.

#### **Guest Relations**

- Assist other employees to ensure proper coverage and prompt guest service.

#### **Communication**

- Speak to guests and co-workers using clear, appropriate and professional language.

#### **Working with Others**

- Support all co-workers and treat them with dignity and respect.
- Develop and maintain positive and productive working relationships with other employees and departments.
- Partner with and assist others to promote an environment of teamwork and achieve common goals.

#### **Quality Assurance/Quality Improvement**

- Comply with quality assurance expectations and standards.

### **Physical Tasks**

- Stand, sit, or walk for an extended period of time or for an entire work shift.
- Reach overhead and below the knees, including bending, twisting, pulling, and stooping.
- Move, lift, carry, push, pull, and place objects weighing less than or equal to 25 pounds without assistance.

### **General Kitchen**

- Prepare all potentially hazardous foods at the correct temperature according to the HACCP guidelines.
- Follow appropriate personal hygiene procedures to ensure food served to guests is safe for consumption, including disinfecting hands prior to handling food and wearing a hat/hairnet and proper footwear.
- Follow and ensure compliance with food safety and handling policies and procedures, such as product rotation, First In-First Out (FIFO); dating, labeling, cleaning, and organizing coolers/freezers/storage areas; and Cold Chain compliance, across all food-related departments and areas.
- Ensure the quality of the food items and notify manager if a product does not meet specifications.
- Monitor the quantity of food that is prepared and the portions that are served in to control food waste and ensure that good food is not thrown away.
- Communicate any assistance needed during busy periods to the Chef to ensure optimum service to guests.
- Operate ovens, stoves, grills, microwaves, and fryers to prepare foods.
- Check and ensure the correctness of the temperature of appliances and food using thermostats and thermometers, including monitoring freezer systems, such as fans, drains, and doors, for proper operation, and report issues or problems to facility management.
- Report maintenance issues immediately to appropriate personnel (i.e., management or maintenance).
- Maintain up-to-date knowledge of company Food Safety Programs within assigned area of responsibility, as well as all local, state, and federal regulations.

### **Sanitation and Maintenance**

- Wash and disinfect kitchen area including tables, tools, knives, and equipment to ensure sanitary conditions and meet the departmental standards, including using sanitizers required by health department.
- Set-up and break down work station with required mise en place, tools, equipment and supplies, ensuring items are to established specs, ensuring adequate fill of containers, storing items appropriately, and cleaning station as appropriate.
- Follow and ensure compliance with sanitation and cleaning procedures and pest control guidelines, reporting pest control issues to appropriate personnel.
- Disassemble and assemble kitchen equipment following safety procedures when cleaning.

### **Kitchen Tools & Equipment**

- Use kitchen tools safely and appropriately, including using appropriate tools to open cartons, boxes, and cans; keeping knives sharpened; using proper knife handling procedures; using correct knives for particular food item or specific task; using dry pads when moving hot material; and engaging all appropriate safety devices prior to operating equipment.
- Use measuring tools (for example, scale, measuring cups, measuring spoons) to precisely measure ingredients and portion sizes.

### **Food Preparation**

- Prepare and cook food according to recipes, quality standards, presentation standards, and food preparation checklist, establishing priority items.
- Prepare ingredients for cooking, including portioning, chopping, and storing food before use.
- Wash and peel (if required) fresh fruits and vegetables to prepare them for cooking or consumption.
- Test foods to determine if they have been cooked sufficiently, using methods such as tasting, smelling, or piercing them with utensils.

- Weigh, measure, and mix ingredients according to recipes or personal judgment, using various kitchen utensils and equipment.
- Monitor food quality while preparing food and throughout the day utilizing the HACCP forms and production charts.
- Prepare cold foods, including preparing salads, cold sandwiches, condiments, and dressings.

**Set-up**

- Ensure proper portion, arrangement, and food garnish to be served to waiters or patrons, according to standards.

**Banquet/Buffer**

- Breakdown work station and return and label back-up items according to proper food handling procedures.

CRITICAL COMPETENCIES		
<b>Interpersonal Skills</b> <ul style="list-style-type: none"> <li>▪ Team Work</li> <li>▪ Diversity Relations</li> </ul>	<b>Personal Attributes</b> <ul style="list-style-type: none"> <li>▪ Safety Orientation</li> <li>▪ Dependability</li> <li>▪ Presentation</li> </ul>	<b>Stock and Inventory</b> <ul style="list-style-type: none"> <li>▪ Food Storage and Rotation</li> </ul>
<b>Basic Cookery</b> <ul style="list-style-type: none"> <li>▪ Recipe</li> </ul>		

PREFERRED QUALIFICATIONS	
<b>Education</b>	High school diploma/G.E.D. equivalent
<b>Related Work Experience</b>	At least 1 year of related work experience
<b>Supervisory Experience</b>	No supervisory experience is required

## **Demi Chef de Partie**

### **Job Family: Kitchen**

#### **POSITION SUMMARY**

Communicate any assistance needed during busy periods to the Chef to ensure optimum services. Notify manager if a product does not meet specifications. Check and ensure the correctness of the temperature of appliances and food. Monitor the quantity of food that is prepared and the portions that are served. Ensure proper portion, arrangement, and food garnish to be served. Serve food in proper portions onto proper receptacle. Set-up, clean and break down work station. Wash and disinfect kitchen area including tables, tools, knives, and equipment. Prepare ingredients for cooking, including portioning, chopping, and storing. Wash and peel fresh fruits and vegetables. Prepare and cook food.

Follow all company and safety and security policies and procedures; report maintenance needs, accidents, injuries, and unsafe work conditions to manager; complete safety training and certifications. Ensure uniform and personal appearance are clean and professional; maintain confidentiality of proprietary information; protect company assets. Welcome and acknowledge all guests according to company standards. Speak with others using clear and professional language. Develop and maintain positive working relationships with others; support team to reach common goals. Ensure adherence to quality expectations and standards. Stand, sit, or walk for an extended period of time. Reach overhead and below the knees, including bending, twisting, pulling, and stooping. Move, lift, carry, push, pull, and place objects weighing less than or equal to 25 pounds without assistance. Perform other reasonable job duties as requested by Supervisors.

#### **CRITICAL TASKS**

##### **Safety and Security**

- Report work related accidents, or other injuries immediately upon occurrence to manager/supervisor.
- Follow company and department safety and security policies and procedures to ensure a clean, safe, and secure environment.
- Follow policies and procedures for the safe operation and storage of tools, equipment, and machines.
- Use proper equipment, wear appropriate personal protective clothing (PPE), and employ correct lifting procedures, as necessary, to avoid injury.
- Identify and correct unsafe work procedures or conditions and/or report them to management and security/safety personnel.
- Complete appropriate safety training and certifications to perform work tasks.

##### **Policies and Procedures**

- Follow company and department policies and procedures.
- Protect company tools, equipment, machines, or other assets in accordance with company policies and procedures.
- Ensure uniform, nametags, and personal appearance are clean, hygienic, professional and in compliance with company policies and procedures.
- Protect the privacy and security of guests and coworkers.
- Perform other reasonable job duties as requested by Supervisors.

##### **Guest Relations**

- Assist other employees to ensure proper coverage and prompt guest service.
- Welcome and acknowledge each and every guest with a smile, eye contact, and a friendly verbal greeting, using the guest's name when possible.

##### **Communication**

- Speak to guests and co-workers using clear, appropriate and professional language.

##### **Working with Others**

- Support all co-workers and treat them with dignity and respect.
- Develop and maintain positive and productive working relationships with other employees and departments.

##### **Quality Assurance/Quality Improvement**

- Comply with quality assurance expectations and standards.

## **Physical Tasks**

- Stand, sit, or walk for an extended period of time or for an entire work shift.
- Reach overhead and below the knees, including bending, twisting, pulling, and stooping.
- Move, lift, carry, push, pull, and place objects weighing less than or equal to 25 pounds without assistance.

## **General Kitchen**

- Prepare all potentially hazardous foods at the correct temperature according to the HACCP guidelines.
- Follow appropriate personal hygiene procedures to ensure food served to guests is safe for consumption, including disinfecting hands prior to handling food and wearing a hat/hairnet and proper footwear.
- Follow and ensure compliance with food safety and handling policies and procedures, such as product rotation, First In-First Out (FIFO); dating, labeling, cleaning, and organizing coolers/freezers/storage areas; and Cold Chain compliance, across all food-related departments and areas.
- Communicate any assistance needed during busy periods to the Chef to ensure optimum service to guests.
- Ensure the quality of the food items and notify manager if a product does not meet specifications.
- Check and ensure the correctness of the temperature of appliances and food using thermostats and thermometers, including monitoring freezer systems, such as fans, drains, and doors, for proper operation, and report issues or problems to facility management.
- Report maintenance issues immediately to appropriate personnel (i.e., management or maintenance).
- Maintain up-to-date knowledge of company Food Safety Programs within assigned area of responsibility, as well as all local, state, and federal regulations.
- Monitor the quantity of food that is prepared and the portions that are served in to control food waste and ensure that good food is not thrown away.

## **Sanitation and Maintenance**

- Set-up and break down work station with required mise en place, tools, equipment and supplies, ensuring items are to established specs, ensuring adequate fill of containers, storing items appropriately, and cleaning station as appropriate.
- Wash and disinfect kitchen area including tables, tools, knives, and equipment to ensure sanitary conditions and meet the departmental standards, including using sanitizers required by health department.
- Follow and ensure compliance with sanitation and cleaning procedures and pest control guidelines, reporting pest control issues to appropriate personnel.

## **Kitchen Tools & Equipment**

- Use kitchen tools safely and appropriately, including using appropriate tools to open cartons, boxes, and cans; keeping knives sharpened; using proper knife handling procedures; using correct knives for particular food item or specific task; using dry pads when moving hot material; and engaging all appropriate safety devices prior to operating equipment.

## **Food Preparation**

- Prepare ingredients for cooking, including portioning, chopping, and storing food before use.
- Weigh, measure, and mix ingredients according to recipes or personal judgment, using various kitchen utensils and equipment.
- Wash and peel (if required) fresh fruits and vegetables to prepare them for cooking or consumption.
- Prepare and cook food according to recipes, quality standards, presentation standards, and food preparation checklist, establishing priority items.

## **Set-up**

- Serve food (for example, soup, desserts, sides, entrees) in proper portions onto dishes, plates, mugs, and bowls, ensuring proper plate appearance.
- Ensure proper portion, arrangement, and food garnish to be served to waiters or patrons, according to standards.

## **Banquet/Buffer**

- Breakdown work station and return and label back-up items according to proper food handling procedures.

## **Maintenance, Sanitation, and Cleaning Activities**

- Ensure food storage areas are clean.

**CRITICAL COMPETENCIES**

<p><b>Interpersonal Skills</b></p> <ul style="list-style-type: none"> <li>▪ Team Work</li> </ul>	<p><b>Personal Attributes</b></p> <ul style="list-style-type: none"> <li>▪ Dependability</li> <li>▪ Safety Orientation</li> <li>▪ Positive Demeanor</li> <li>▪ Presentation</li> </ul>	
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**PREFERRED QUALIFICATIONS**

<b>Education</b>	High school diploma/G.E.D. equivalent
<b>Related Work Experience</b>	No related work experience is required
<b>Supervisory Experience</b>	No supervisory experience is required

## **Bellstand/Door Attendant**

### **Job Family: Bellstand/Door**

#### POSITION SUMMARY

Greet and escort guests to rooms. Open doors and assist guests/visitors entering and leaving property. Inform guests of property amenities, services, and hours of operation, and local areas of interest and activities. Identify and explain room features to guests (e.g., use of room key, mini-bar, ice and vending areas, in-room safe, valet laundry services). Transport guest luggage to and from guest rooms and/or designated bell area. Assist with luggage storage and retrieval. Assist guests/visitors in and out of vehicles, including assisting guests with loading/unloading luggage. Supply guests with directions. Arrange transportation (e.g., taxi cab, shuttle bus, limousine/sedan service) for guests/visitors, and record advance transportation request as needed. Communicate parking procedures to guests/visitors.

Follow all company policies and procedures, and report accidents, injuries, and unsafe work conditions to manager. Maintain awareness of undesirable persons on property premises. Ensure uniform and personal appearance are clean and professional, and maintain confidentiality of proprietary information. Welcome and acknowledge all guests, anticipate and address guests' service needs, assist individuals with disabilities, and thank guests with genuine appreciation. Speak with others using clear and professional language, and answer telephones using appropriate etiquette. Develop and maintain positive working relationships with others. Comply with quality assurance expectations and standards. Read and visually verify information in a variety of formats (e.g., small print). Move at a speed required to respond to work situations (e.g., run, walk, jog). Stand, sit, or walk for an extended period of time or for an entire work shift. Move, lift, carry, push, pull, and place objects weighing less than or equal to 50 pounds without assistance and objects weighing in excess of 75 pounds with assistance. Move over sloping, uneven, or slippery surfaces as well as up and down stairs and/or service ramps. Reach overhead and below the knees, including bending, twisting, pulling, and stooping. Perform other reasonable job duties as requested by Supervisors.

#### CRITICAL TASKS

##### **Safety and Security**

- Report work related accidents, or other injuries immediately upon occurrence to manager/supervisor.
- Follow company and department safety and security policies and procedures to ensure a clean, safe, and secure environment.
- Maintain awareness of suspicious persons on property premises.
- Follow property specific procedures for handling emergency situations (e.g., evacuations, medical emergencies, natural disasters).
- Identify and correct unsafe work procedures or conditions and/or report them to management and security/safety personnel.

##### **Policies and Procedures**

- Protect the privacy and security of guests and coworkers.
- Maintain confidentiality of proprietary materials and information.
- Ensure uniform, nametags, and personal appearance are clean, hygienic, professional and in compliance with company policies and procedures.
- Follow company and department policies and procedures.
- Protect company tools, equipment, machines, or other assets in accordance with company policies and procedures.
- Perform other reasonable job duties as requested by Supervisors.

##### **Guest Relations**

- Address guests' service needs in a professional, positive, and timely manner.
- Welcome and acknowledge each and every guest with a smile, eye contact, and a friendly verbal greeting, using the guest's name when possible.
- Provide assistance to individuals with disabilities, including assisting visually, hearing, or physically-impaired individuals within guidelines (e.g., escorting them when requested, using words to explain actions, writing directions on paper, moving objects out of the way, or offering access to Braille or TDD phones).

- Actively listen and respond positively to guest questions, concerns, and requests using brand or property specific process (e.g., LEARN, PLEASED, Guest Response, LEAP) to resolve issues, delight, and build trust.
- Thank guests with genuine appreciation and provide a fond farewell.
- Anticipate guests' service needs, including asking questions of guests to better understand their needs and watching/listening to guest preferences and acting on them whenever possible.
- Engage guests in conversation regarding their stay, property services, and area attractions/offerings.
- Assist other employees to ensure proper coverage and prompt guest service.

**Communication**

- Speak to guests and co-workers using clear, appropriate and professional language.
- Discuss work topics, activities, or problems with coworkers, supervisors, or managers discreetly and quietly, avoiding public areas of the property.
- Talk with and listen to other employees to effectively exchange information.
- Answer telephones using appropriate etiquette including answering the phone within 3 rings, answering with a smile in one's voice, using the callers' name, transferring calls to appropriate person/department, requesting permission before placing the caller on hold, taking and relaying messages, and allowing the caller to end the call.

**Working with Others**

- Support all co-workers and treat them with dignity and respect.
- Develop and maintain positive and productive working relationships with other employees and departments.

**Quality Assurance/Quality Improvement**

- Comply with quality assurance expectations and standards.

**Physical Tasks**

- Read and visually verify information in a variety of formats (e.g., small print).
- Move at a speed required to respond to work situations (e.g., run, walk, jog).
- Stand, sit, or walk for an extended period of time or for an entire work shift.
- Move, lift, carry, push, pull, and place objects weighing less than or equal to 50 pounds without assistance and objects weighing in excess of 75 pounds with assistance.
- Move over sloping, uneven, or slippery surfaces.
- Move up and down stairs and/or service ramps.
- Reach overhead and below the knees, including bending, twisting, pulling, and stooping.

**Greet/Escort Guests**

- Supply guests/residents with directions and information regarding property amenities, services, and hours of operation, and local areas of interest and activities.
- Tag, store, and retrieve luggage from luggage storage, providing guests with proper claim tickets for their luggage.

**CRITICAL COMPETENCIES**

<p><b>Interpersonal Skills</b></p> <ul style="list-style-type: none"> <li>▪ Customer Service Orientation</li> <li>▪ Team Work</li> <li>▪ Diversity Relations</li> <li>▪ Interpersonal Skills</li> </ul>	<p><b>Communications</b></p> <ul style="list-style-type: none"> <li>▪ Communication</li> <li>▪ Listening</li> <li>▪ English Language Proficiency</li> </ul>	<p><b>Personal Attributes</b></p> <ul style="list-style-type: none"> <li>▪ Presentation</li> <li>▪ Positive Demeanor</li> <li>▪ Dependability</li> <li>▪ Integrity</li> </ul>
<p><b>Physical Abilities</b></p> <ul style="list-style-type: none"> <li>▪ Proper Lifting Techniques</li> <li>▪ Physical Strength</li> </ul>		

**PREFERRED QUALIFICATIONS**

<b>Education</b>	High school diploma/G.E.D. equivalent
<b>Related Work Experience</b>	No related work experience is required
<b>Supervisory Experience</b>	No supervisory experience is required

## **Guest Services Agent**

### **Job Family: Guest Services/Front Desk**

#### **POSITION SUMMARY**

Process all guest check-ins, check-outs, room assignments, and room change/late check-out requests. Secure payment; activate/reissue room keys. Ensure rates match market codes, document exceptions. Verify/adjust billing for guests. Communicate to appropriate staff when guests are waiting for an available room. Advise guest of messages. Clear departures in computer system. Coordinate with Housekeeping to track room status and guest concerns. File guest paperwork or documentation. Operate telephone switchboard station. Run and check daily reports, contingency lists, and credit card authorization reports. Supply guests with directions and information. Answer, record, and process all guest calls, requests, questions, or concerns; follow up to ensure each has been met to guests' satisfaction. Arrange transportation for guests/visitors. Count and secure bank at beginning and end of shift. Cash guests' checks, process all payment types, vouchers, paid-outs, charges, and provide change. Notify Loss Prevention/Security of any reports of theft.

Follow company policies and procedures; report accidents, injuries, and unsafe work conditions to manager; ensure uniform and personal appearance are clean and professional; maintain confidentiality of proprietary information; protect company assets. Welcome and acknowledge guests according to company standards; anticipate and address guests' service needs; assist individuals with disabilities; thank guests with genuine appreciation. Speak using clear and professional language; answer telephones using appropriate etiquette. Develop and maintain positive working relationships; support team to reach common goals; listen and respond appropriately to the concerns of employees. Comply with quality assurance standards. Stand, sit, or walk for an extended period of time. Move, lift, carry, push, pull, and place objects weighing less than or equal to 10 pounds without assistance. Perform other reasonable job duties as requested by Supervisors.

#### **CRITICAL TASKS**

##### **Safety and Security**

- Report work related accidents, or other injuries immediately upon occurrence to manager/supervisor.
- Follow company and department safety and security policies and procedures to ensure a clean, safe, and secure environment.
- Maintain awareness of undesirable persons on property premises.
- Follow property specific procedures for handling emergency situations (e.g., evacuations, medical emergencies, natural disasters).
- Identify and correct unsafe work procedures or conditions and/or report them to management and security/safety personnel.

##### **Policies and Procedures**

- Protect the privacy and security of guests and coworkers.
- Maintain confidentiality of proprietary materials and information.
- Follow company and department policies and procedures.
- Ensure uniform, nametags, and personal appearance are clean, hygienic, professional and in compliance with company policies and procedures.
- Protect company tools, equipment, machines, or other assets in accordance with company policies and procedures.
- Perform other reasonable job duties as requested by Supervisors.

##### **Guest Relations**

- Welcome and acknowledge each and every guest with a smile, eye contact, and a friendly verbal greeting, using the guest's name when possible.
- Actively listen and respond positively to guest questions, concerns, and requests using brand or property specific process (e.g., LEARN, PLEASED, Guest Response, LEAP, MYSTIQUE) to resolve issues, delight, and build trust.
- Anticipate guests' service needs, including asking questions of guests to better understand their needs and watching/listening to guest preferences and acting on them whenever possible.
- Address guests' service needs in a professional, positive, and timely manner.

- Thank guests with genuine appreciation and provide a fond farewell.
- Provide assistance to individuals with disabilities, including assisting visually, hearing, or physically-impaired individuals within guidelines (e.g., escorting them when requested, using words to explain actions, writing directions on paper, moving objects out of the way, or offering access to Braille or TDD phones).
- Engage guests in conversation regarding their stay, property services, and area attractions/offerings.
- Assist other employees to ensure proper coverage and prompt guest service.

#### **Communication**

- Answer telephones using appropriate etiquette including answering the phone within 3 rings, answering with a smile in one's voice, using the callers' name, transferring calls to appropriate person/department, requesting permission before placing the caller on hold, taking and relaying messages, and allowing the caller to end the call.
- Speak to guests and co-workers using clear, appropriate and professional language.
- Discuss work topics, activities, or problems with coworkers, supervisors, or managers discreetly and quietly, avoiding public areas of the property.
- Provide assistance to coworkers, ensuring they understand their tasks.
- Talk with and listen to other employees to effectively exchange information.
- Exchange information with other employees using electronic devices (e.g., pagers and two-way radios, email).

#### **Working with Others**

- Support all co-workers and treat them with dignity and respect.
- Handle sensitive issues with employees and/or guests with tact, respect, diplomacy, and confidentiality.
- Develop and maintain positive and productive working relationships with other employees and departments.
- Partner with and assist others to promote an environment of teamwork and achieve common goals.
- Actively listen to and consider the concerns of other employees, responding appropriately and effectively.

#### **Quality Assurance/Quality Improvement**

- Comply with quality assurance expectations and standards.

#### **Physical Tasks**

- Stand, sit, or walk for an extended period of time or for an entire work shift.
- Move, lift, carry, push, pull, and place objects weighing less than or equal to 10 pounds without assistance.

#### **Check-in/Check-out**

- Activate room keys using electronic key machine (e.g., Saflok) and reissue new room keys to guests as necessary (e.g., lost key) by verifying guest identity and using electronic key machine.
- Ensure rates match market codes and that any exceptions are documented and include an explanation.
- Secure valid form of payment (e.g., credit card, cash) prior to issuing room key.
- Process all guest check-ins by confirming reservations in computer system (e.g., Fidelio, PMS, FOSSE, OPERA), verifying guest identity, requesting form of payment, assigning room, and issuing room key in accordance with property policies and procedures.
- Process all check-outs including express check-outs, resolving any late and disputed charges, settling account, retrieving room key, and requesting comments on guest's stay.
- Accommodate requests for room changes when possible.
- Communicate to appropriate staff that there are guests that are waiting for an available room.
- Verify and adjust billing for guests.
- Set up accurate accounts for each guest upon check-in according to their requirements (i.e., sharewiths, separate room/tax/incidentals, comp).
- Assign room according to guest request and preferences whenever possible.
- Ask for and enter Marriott Rewards information (e.g., number, name, address) when taking reservation or checking guest in.

- Advise guest of any messages (e.g., voicemail, mail, faxes) received for them, and send to room if required.
- Keep track of changes in room status (e.g., early check-out, late check-out, room transfer, unexpected stay over) for Housekeeping.
- Clear departures in computer system to document that rooms are no longer occupied.
- Coordinate with Housekeeping to track readiness of rooms for check-in and to report guest concerns.
- Review requests for late check-outs and approve according to occupancy.
- File guest paperwork or documentation.

**Communications**

- Operate telephone switchboard station in order to answer telephone calls.

**Reports/Recordkeeping**

- Run daily reports (number of arrivals, departures), identify any special requests, and check reports for accuracy.
- Print contingency lists to have a record of all guests in case of emergency.
- Run credit card authorization report and check for discrepancies.

**Greet/Escort Guests**

- Supply guests/residents with directions and information regarding property amenities, services, and hours of operation, and local areas of interest and activities.
- Identify and explain room features to guests (e.g., use of room key, mini-bar, ice and vending areas, in-room safe, valet laundry services).

**Guest Services**

- Follow up with guests to ensure their requests or problems have been met to their satisfaction.
- Receive, record, and relay messages accurately, completely, and legibly.
- Contact appropriate individual or department (e.g., Bellperson, Front Desk, Housekeeping, Engineering, Security/Loss Prevention) as necessary to resolve guest call, request, or problem.
- Ensure that any outstanding requests or problems from the previous day receive priority and are resolved.
- Answer, record, and process all guest calls, requests, questions, or concerns.
- Arrange transportation (e.g., taxi cab, shuttle bus) for guests/residents/visitors, and record advance transportation request as needed.

**Cash Handling**

- Count bank at end of shift and secure bank.
- Provide change to guests.
- Cash guests' personal checks and traveler's checks.
- Balance and drop receipts according to Accounting specifications.
- Process all payment types such as room charges, cash, checks, debit, or credit.
- Count bank at the beginning of shift to ensure that amounts are correct and that there is adequate change.
- Process adjustment vouchers, paid-outs, correction vouchers, and miscellaneous charges.

**Maintenance/Security**

- Notify Loss Prevention/Security of any guest reports of theft.

**CRITICAL COMPETENCIES**

<p><b>Analytical Skills</b></p> <ul style="list-style-type: none"> <li>▪ Problem Solving</li> <li>▪ Decision-Making</li> <li>▪ Computer Skills</li> <li>▪ Learning</li> </ul>	<p><b>Interpersonal Skills</b></p> <ul style="list-style-type: none"> <li>▪ Team Work</li> <li>▪ Diversity Relations</li> <li>▪ Customer Service Orientation</li> <li>▪ Interpersonal Skills</li> </ul>	<p><b>Communications</b></p> <ul style="list-style-type: none"> <li>▪ Listening</li> <li>▪ Telephone Skills</li> <li>▪ English Proficiency</li> <li>▪ Communication</li> <li>▪ Applied Reading</li> </ul> <p><b>Etiquette</b></p> <p><b>Language</b></p>
<p><b>Personal Attributes</b></p>	<p><b>Organization</b></p>	

<ul style="list-style-type: none"> <li>▪ Dependability</li> <li>▪ Integrity</li> <li>▪ Positive Demeanor</li> <li>▪ Presentation</li> <li>▪ Safety Orientation</li> <li>▪ Adaptability/Flexibility</li> <li>▪ Stress Tolerance</li> <li>▪ Initiative</li> </ul>	<ul style="list-style-type: none"> <li>▪ Multi-Tasking</li> </ul>	
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**PREFERRED QUALIFICATIONS**

<b>Education</b>	High school diploma/G.E.D. equivalent
<b>Related Work Experience</b>	No related work experience is required
<b>Supervisory Experience</b>	No supervisory experience is required

# Engineer I

## Job Family: Engineering and Facilities Maintenance

### POSITION SUMMARY

Respond and attend to guest repair requests. Communicate with guests/customers to resolve maintenance issues. Perform preventive maintenance on tools and kitchen and mechanical room equipment, including cleaning and lubrication. Visually inspect tools, equipment, or machines. Carry equipment (e.g., tools, radio). Identify, locate, and operate all shut-off valves for equipment and all utility shut-offs for buildings. Maintain maintenance inventory and requisition parts and supplies as needed. Communicate each day's activities and problems that occur to the other shifts using approved communication programs and standards. Display basic knowledge or ability to acquire knowledge in the following categories: air conditioning and refrigeration, electrical, mechanical, plumbing, pneumatic/electronic systems and controls, carpentry and finish skills, kitchen equipment, vehicles, energy conservation, and/or general building. Perform all surface preparation, painting, minor drywall and wood trim repair, light bulb and A/C filter replacement and the complete and thorough clean up of the painting or repair area. Test, troubleshoot and perform basic repair on all types of equipment, plumbing (e.g., plunge toilets and unclog drains), electrical components including lamps, cosmetic items, extension cords, vacuum cleaners, internet devices, replace electrical switches and outlets, and other guestroom items. Program TV's and perform general housekeeping and engineering-related inventory duties. Use the Lockout/Tagout system before performing any maintenance work. Perform repairs on interior and exterior landscaping as well as external landscaping sprinklers, Display basic computer skills including inputting air handler schedules and making temperature changes.

Follow all company and safety and security policies and procedures; report any maintenance problems, safety hazards, accidents, or injuries; complete safety training and certifications; and properly store flammable materials. Ensure uniform and personal appearance are clean and professional, maintain confidentiality of proprietary information, and protect company assets. Welcome and acknowledge all guests according to company standards, anticipate and address guests' service needs, assist individuals with disabilities, and thank guests with genuine appreciation. Adhere to quality expectations and standards. Develop and maintain positive working relationships with others, support team to reach common goals, and listen and respond appropriately to the concerns of other employees. Speak with others using clear and professional language. Move, lift, carry, push, pull, and place objects weighing less than or equal to 50 pounds without assistance and heavier lifting or movement tasks with assistance. Move up and down stairs, service ramps, and/or ladders. Reach overhead and below the knees, including bending, twisting, pulling, and stooping. Enter and locate work-related information using computers. Perform other reasonable job duties as requested.

### CRITICAL TASKS

#### General Maintenance

- Display basic proficiency in the following categories: air conditioning and refrigeration, electrical, mechanical, plumbing, pneumatic/electronic systems and controls, carpentry and finish skills, kitchen equipment, vehicles, energy conservation, and/or general building.
- Perform all surface preparation and painting, minor drywall and wood trim repair, light bulb and A/C filter replacement and the complete and thorough clean up of the painting or repair area.
- Test, troubleshoot, and perform basic repair on all types of equipment, plumbing (e.g., plunge toilets and unclog drains), electrical components including lamps, cosmetic items, extension cords, vacuum cleaners, internet devices, replace electrical switches and outlets, and program TV's.
- Perform repairs on interior and exterior landscaping as well as external landscaping sprinklers.
- Perform general housekeeping and engineering-related inventory duties.

#### Accident Prevention and Safety

- Follow company and department safety and security policies and procedures to promote a clean, safe, and secure environment.
- Complete appropriate safety training and certifications to perform work tasks.
- Follow policies and procedures for the safe operation and storage of tools, equipment, and machines.

- Follow Hazardous Material Management Program procedures for handling and disposing of chemicals, fertilizer, pesticides, blood borne pathogens, etc., including using Material Safety Data Sheets (MSDS).
- Use proper equipment, wear appropriate personal protective clothing (PPE), and employ correct lifting procedures, as necessary, to avoid injury.
- Use the Lockout/Tagout system before performing any maintenance work.
- Identify and correct unsafe work procedures or conditions and/or report them to management and security/safety personnel.
- Maintain a working knowledge of fire sprinkler and emergency power systems and be familiar with the duties and responsibilities of the Fire and Emergency Rescue Teams.
- Follow property specific procedures for handling emergency situations (e.g., Fire and Emergency Response Team, evacuations, medical emergencies, natural disasters) in order to preserve the building and its systems during the emergency and act as quickly and responsibly as possible to return the building to its normal operating status.
- Store all flammable materials in OSHA and EPA approved containment devices.

#### **Install, Maintain, and Repair Items**

- Carry all equipment (e.g., keys, phones, pager, tools, radio) in order to maintain preparedness to carry out work tasks at all times.
- Respond and attend to guest repair requests.
- Organize all painting and maintenance areas properly utilizing the appropriate methods and supplies.
- Clean all tools and equipment and return to the shop and secure in the proper area.
- Clean, lubricate, protect and otherwise maintain all tools and equipment in the hotel.
- Identify, locate, and operate all shut-off valves for equipment.
- Perform preventive maintenance in a timely manner.

#### **Maintain Building and Property**

- Clean all engineering areas as directed by Engineering Management.
- Observe energy and utilities usage in the hotel and on the grounds.
- Look for ways to conserve energy and report any ideas to the Engineering Management.

#### **Maintain Records or Logs**

- Maintain the preventive maintenance records, inspections, and rounds using a computer management system.
- Maintain a proper inventory of parts, materials, equipment, tools, and supplies necessary to perform his/her job.
- Maintain maintenance inventory and requisition parts and supplies as needed.
- Assure each day's activities and problems that occur are communicated to the other shifts using approved communication programs and standards.
- Read, log, track and interpret readings from meters, gauges and other measuring devices in accordance with inspection and rounds procedures.
- Assist in the compilation of data for preventive maintenance inspection records.

#### **Guest Relations**

- Address guests' service needs in a professional, positive, and timely manner.
- Welcome and acknowledge each and every guest with a smile, eye contact, and a friendly verbal greeting, using the guest's name when possible.
- Actively listen and respond positively to guest questions, concerns, and requests using brand or property specific process (e.g., LEARN, PLEASED, Guest Response, LEAP) to resolve issues, delight, and build trust.
- Respond to all guest complaints promptly and, if cannot remedy the situation, let the proper people know so they can follow up and try to satisfy the guest.

#### **Communication**

- Speak to guests and co-workers using clear, appropriate and professional language.
- Follow verbal or written directions pertaining to minor maintenance repairs.
- Keep supervisor updated on assignments.

- Maintain communication with supervisors to so that all needed materials, tools and supplies are available or on order.

#### **Working with Others**

- Perform daily assigned work orders and follow engineering standard operating procedures.
- Work with housekeeping staff and other departments to maintain all rooms, buildings, and property in perfect condition.
- Train and provide technical advice to other engineers as needed or requested.
- Work in a team environment and effectively interact with all levels of the organization.

#### **Quality Assurance/Quality Improvement**

- Work in a neat and efficient manner, keeping work areas clean and well organized.
- Support the improvement of engineering services that effectively address problems affecting owners, guests and employees.
- Complete all maintenance or repair assignments in a timely, safe and professional manner.
- Comply with quality assurance expectations and standards.

#### **Computers/Software**

- Transmit information or documents using a computer.
- Enter and retrieve information contained in computer databases using a keyboard, mouse, or trackball to update records, files, reservation and answer inquiries from guests.
- Create and maintain computer- and paper-based filing and organization systems for records, reports, documents, etc.
- Display basic computer skills including inputting air handler schedules and making temperature changes.

#### **Physical Tasks**

- Lift, carry, reach, bend, and climb ladders.
- Reach overhead and below the knees, including bending, twisting, pulling, and stooping.
- Move up and down stairs and/or service ramps.
- Grasp, turn, and manipulate objects of varying size and weight, requiring fine motor skills and hand-eye coordination.
- Visually inspect tools, equipment, or machines (e.g., to identify defects).
- Move, lift, carry, push, pull, and place objects weighing less than or equal to 50 pounds without assistance and heavier lifting or movement tasks with assistance.
- Assist with moving, lifting, carrying, and placing of objects weighing in excess of 100 pounds.
- Enter and locate work-related information using computers.

#### **Policies and Procedures**

- Participate in departmental problem solving teams.
- Protect and otherwise maintain assigned tool pouch and its tools at the discretion of the Engineering Management.
- Perform other reasonable job duties as requested.

<b>CRITICAL COMPETENCIES</b>		
<b>Analytical Skills</b> <ul style="list-style-type: none"> <li>▪ Problem Solving</li> <li>▪ Computer Skills</li> </ul>	<b>Interpersonal Skills</b> <ul style="list-style-type: none"> <li>▪ Team Work</li> <li>▪ Diversity Relations</li> <li>▪ Interpersonal Skills</li> <li>▪ Customer Service Orientation</li> </ul>	<b>Communications</b> <ul style="list-style-type: none"> <li>▪ Communication</li> <li>▪ Listening</li> <li>▪ English Language Proficiency</li> </ul>
<b>Personal Attributes</b> <ul style="list-style-type: none"> <li>▪ Safety Orientation</li> <li>▪ Dependability</li> <li>▪ Integrity</li> <li>▪ Positive Demeanor</li> </ul>	<b>Physical Abilities</b> <ul style="list-style-type: none"> <li>▪ Physical Strength</li> <li>▪ Proper Lifting Techniques</li> <li>▪ Hand-Eye Coordination</li> </ul>	<b>Tools and Equipment</b> <ul style="list-style-type: none"> <li>▪ Personal Protective Equipment</li> <li>▪ Hand/Power</li> </ul>

<ul style="list-style-type: none"> <li>▪ Adaptability/Flexibility</li> <li>▪ Presentation</li> <li>▪ Initiative</li> </ul>		Tools
<b>Technical Certifications and Licenses</b> <ul style="list-style-type: none"> <li>○ Valid Drivers License (preferred)</li> </ul>	<b>Organization</b> <ul style="list-style-type: none"> <li>▪ Detail Orientation</li> <li>▪ Multi-Tasking</li> <li>▪ Time Management</li> <li>▪ Planning and Organizing</li> </ul>	

#### PREFERRED QUALIFICATIONS

<b>Education</b>	High school diploma or G.E.D.
<b>Related Work Experience</b>	Some experience in general maintenance, exterior and interior surface preparation and painting. Experience in hotel engineering/maintenance a plus.
<b>Supervisory Experience</b>	No supervisory experience is required

## Engineer I

### Job Family: Engineering and Facilities Maintenance

#### POSITION SUMMARY

Respond and attend to guest repair requests. Communicate with guests/customers to resolve maintenance issues. Perform preventive maintenance on tools and kitchen and mechanical room equipment, including cleaning and lubrication. Visually inspect tools, equipment, or machines. Carry equipment (e.g., tools, radio). Identify, locate, and operate all shut-off valves for equipment and all utility shut-offs for buildings. Maintain maintenance inventory and requisition parts and supplies as needed. Communicate each day's activities and problems that occur to the other shifts using approved communication programs and standards. Display basic knowledge or ability to acquire knowledge in the following categories: air conditioning and refrigeration, electrical, mechanical, plumbing, pneumatic/electronic systems and controls, carpentry and finish skills, kitchen equipment, vehicles, energy conservation, and/or general building. Perform all surface preparation, painting, minor drywall and wood trim repair, light bulb and A/C filter replacement and the complete and thorough clean up of the painting or repair area. Test, troubleshoot and perform basic repair on all types of equipment, plumbing (e.g., plunge toilets and unclog drains), electrical components including lamps, cosmetic items, extension cords, vacuum cleaners, internet devices, replace electrical switches and outlets, and other guestroom items. Program TV's and perform general housekeeping and engineering-related inventory duties. Use the Lockout/Tagout system before performing any maintenance work. Perform repairs on interior and exterior landscaping as well as external landscaping sprinklers, Display basic computer skills including inputting air handler schedules and making temperature changes.

Follow all company and safety and security policies and procedures; report any maintenance problems, safety hazards, accidents, or injuries; complete safety training and certifications; and properly store flammable materials. Ensure uniform and personal appearance are clean and professional, maintain confidentiality of proprietary information, and protect company assets. Welcome and acknowledge all guests according to company standards, anticipate and address guests' service needs, assist individuals with disabilities, and thank guests with genuine appreciation. Adhere to quality expectations and standards. Develop and maintain positive working relationships with others, support team to reach common goals, and listen and respond appropriately to the concerns of other employees. Speak with others using clear and professional language. Move, lift, carry, push, pull, and place objects weighing less than or equal to 50 pounds without assistance and heavier lifting or movement tasks with assistance. Move up and down stairs, service ramps, and/or ladders. Reach overhead and below the knees, including bending, twisting, pulling, and stooping. Enter and locate work-related information using computers. Perform other reasonable job duties as requested.

#### CRITICAL TASKS

##### **General Maintenance**

- Display basic proficiency in the following categories: air conditioning and refrigeration, electrical, mechanical, plumbing, pneumatic/electronic systems and controls, carpentry and finish skills, kitchen equipment, vehicles, energy conservation, and/or general building.
- Perform all surface preparation and painting, minor drywall and wood trim repair, light bulb and A/C filter replacement and the complete and thorough clean up of the painting or repair area.
- Test, troubleshoot, and perform basic repair on all types of equipment, plumbing (e.g., plunge toilets and unclog drains), electrical components including lamps, cosmetic items, extension cords, vacuum cleaners, internet devices, replace electrical switches and outlets, and program TV's.
- Perform repairs on interior and exterior landscaping as well as external landscaping sprinklers.
- Perform general housekeeping and engineering-related inventory duties.

##### **Accident Prevention and Safety**

- Follow company and department safety and security policies and procedures to promote a clean, safe, and secure environment.
- Complete appropriate safety training and certifications to perform work tasks.
- Follow policies and procedures for the safe operation and storage of tools, equipment, and machines.

- Follow Hazardous Material Management Program procedures for handling and disposing of chemicals, fertilizer, pesticides, blood borne pathogens, etc., including using Material Safety Data Sheets (MSDS).
- Use proper equipment, wear appropriate personal protective clothing (PPE), and employ correct lifting procedures, as necessary, to avoid injury.
- Use the Lockout/Tagout system before performing any maintenance work.
- Identify and correct unsafe work procedures or conditions and/or report them to management and security/safety personnel.
- Maintain a working knowledge of fire sprinkler and emergency power systems and be familiar with the duties and responsibilities of the Fire and Emergency Rescue Teams.
- Follow property specific procedures for handling emergency situations (e.g., Fire and Emergency Response Team, evacuations, medical emergencies, natural disasters) in order to preserve the building and its systems during the emergency and act as quickly and responsibly as possible to return the building to its normal operating status.
- Store all flammable materials in OSHA and EPA approved containment devices.

#### **Install, Maintain, and Repair Items**

- Carry all equipment (e.g., keys, phones, pager, tools, radio) in order to maintain preparedness to carry out work tasks at all times.
- Respond and attend to guest repair requests.
- Organize all painting and maintenance areas properly utilizing the appropriate methods and supplies.
- Clean all tools and equipment and return to the shop and secure in the proper area.
- Clean, lubricate, protect and otherwise maintain all tools and equipment in the hotel.
- Identify, locate, and operate all shut-off valves for equipment.
- Perform preventive maintenance in a timely manner.

#### **Maintain Building and Property**

- Clean all engineering areas as directed by Engineering Management.
- Observe energy and utilities usage in the hotel and on the grounds.
- Look for ways to conserve energy and report any ideas to the Engineering Management.

#### **Maintain Records or Logs**

- Maintain the preventive maintenance records, inspections, and rounds using a computer management system.
- Maintain a proper inventory of parts, materials, equipment, tools, and supplies necessary to perform his/her job.
- Maintain maintenance inventory and requisition parts and supplies as needed.
- Assure each day's activities and problems that occur are communicated to the other shifts using approved communication programs and standards.
- Read, log, track and interpret readings from meters, gauges and other measuring devices in accordance with inspection and rounds procedures.
- Assist in the compilation of data for preventive maintenance inspection records.

#### **Guest Relations**

- Address guests' service needs in a professional, positive, and timely manner.
- Welcome and acknowledge each and every guest with a smile, eye contact, and a friendly verbal greeting, using the guest's name when possible.
- Actively listen and respond positively to guest questions, concerns, and requests using brand or property specific process (e.g., LEARN, PLEASED, Guest Response, LEAP) to resolve issues, delight, and build trust.
- Respond to all guest complaints promptly and, if cannot remedy the situation, let the proper people know so they can follow up and try to satisfy the guest.

#### **Communication**

- Speak to guests and co-workers using clear, appropriate and professional language.
- Follow verbal or written directions pertaining to minor maintenance repairs.
- Keep supervisor updated on assignments.
- Maintain communication with supervisors to so that all needed materials, tools and supplies are available or on order.

### Working with Others

- Perform daily assigned work orders and follow engineering standard operating procedures.
- Work with housekeeping staff and other departments to maintain all rooms, buildings, and property in perfect condition.
- Train and provide technical advice to other engineers as needed or requested.
- Work in a team environment and effectively interact with all levels of the organization.

### Quality Assurance/Quality Improvement

- Work in a neat and efficient manner, keeping work areas clean and well organized.
- Support the improvement of engineering services that effectively address problems affecting owners, guests and employees.
- Complete all maintenance or repair assignments in a timely, safe and professional manner.
- Comply with quality assurance expectations and standards.

### Computers/Software

- Transmit information or documents using a computer.
- Enter and retrieve information contained in computer databases using a keyboard, mouse, or trackball to update records, files, reservation and answer inquiries from guests.
- Create and maintain computer- and paper-based filing and organization systems for records, reports, documents, etc.
- Display basic computer skills including inputting air handler schedules and making temperature changes.

### Physical Tasks

- Lift, carry, reach, bend, and climb ladders.
- Reach overhead and below the knees, including bending, twisting, pulling, and stooping.
- Move up and down stairs and/or service ramps.
- Grasp, turn, and manipulate objects of varying size and weight, requiring fine motor skills and hand-eye coordination.
- Visually inspect tools, equipment, or machines (e.g., to identify defects).
- Move, lift, carry, push, pull, and place objects weighing less than or equal to 50 pounds without assistance and heavier lifting or movement tasks with assistance.
- Assist with moving, lifting, carrying, and placing of objects weighing in excess of 100 pounds.
- Enter and locate work-related information using computers.

### Policies and Procedures

- Participate in departmental problem solving teams.
- Protect and otherwise maintain assigned tool pouch and its tools at the discretion of the Engineering Management.
- Perform other reasonable job duties as requested.

CRITICAL COMPETENCIES		
<b>Analytical Skills</b> <ul style="list-style-type: none"><li>▪ Problem Solving</li><li>▪ Computer Skills</li></ul>	<b>Interpersonal Skills</b> <ul style="list-style-type: none"><li>▪ Team Work</li><li>▪ Diversity Relations</li><li>▪ Interpersonal Skills</li><li>▪ Customer Service Orientation</li></ul>	<b>Communications</b> <ul style="list-style-type: none"><li>▪ Communication</li><li>▪ Listening</li><li>▪ English Language Proficiency</li></ul>
<b>Personal Attributes</b> <ul style="list-style-type: none"><li>▪ Safety Orientation</li><li>▪ Dependability</li><li>▪ Integrity</li><li>▪ Positive Demeanor</li><li>▪ Adaptability/Flexibility</li><li>▪ Presentation</li><li>▪ Initiative</li></ul>	<b>Physical Abilities</b> <ul style="list-style-type: none"><li>▪ Physical Strength</li><li>▪ Proper Lifting Techniques</li><li>▪ Hand-Eye Coordination</li></ul>	<b>Tools and Equipment</b> <ul style="list-style-type: none"><li>▪ Personal Protective Equipment</li><li>▪ Hand/Power Tools</li></ul>

<b>Technical Certifications and Licenses</b> ○ Valid Drivers License (preferred)	<b>Organization</b> <ul style="list-style-type: none"> <li>▪ Detail Orientation</li> <li>▪ Multi-Tasking</li> <li>▪ Time Management</li> <li>▪ Planning and Organizing</li> </ul>	
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PREFERRED QUALIFICATIONS	
<b>Education</b>	High school diploma or G.E.D.
<b>Related Work Experience</b>	Some experience in general maintenance, exterior and interior surface preparation and painting. Experience in hotel engineering/maintenance a plus.
<b>Supervisory Experience</b>	No supervisory experience is required

## **Mechanic**

### **Job Family: Engineering and Facilities Maintenance**

#### **POSITION SUMMARY**

Perform minor routine maintenance on property vehicles (i.e., engineering trucks, shuttle vans, electric carts) including checking oil, fluid levels, tire pressure/wear, charging batteries, and replacing spark plugs. Perform preventative maintenance on tools and equipment, including cleaning and lubrication. Maintain proper maintenance inventory and requisition parts and supplies as needed. Maintain daily logs of operation, maintenance, and safety activities, including test results, instrument readings, and details of equipment malfunctions and maintenance work.

Follow all company and safety and security policies and procedures; report maintenance problems, safety hazards, accidents, or injuries; complete safety training and certifications; and properly store flammable materials. Ensure uniform and personal appearance are clean and professional, maintain confidentiality of proprietary information, and protect company assets. Speak with others using clear and professional language, prepare and review written documents accurately and completely, and answer telephones using appropriate etiquette. Develop and maintain positive working relationships with others, support team to reach common goals, and listen and respond appropriately to the concerns of other employees. Move, lift, carry, push, pull, and place objects weighing less than or equal to 50 pounds without assistance. Grasp, turn, and manipulate objects of varying size and weight, requiring fine motor skills and hand-eye coordination. Visually inspect tools, equipment, or machines (e.g., to identify defects). Reach overhead and below the knees, including bending, twisting, pulling, and stooping. Perform other reasonable job duties as requested by Supervisors.

#### **CRITICAL TASKS**

##### **Safety and Security**

- Follow Hazardous Material Management Program procedures for handling and disposing of chemicals, fertilizer, pesticides, blood borne pathogens, etc., including using Material Safety Data Sheets (MSDS).
- Report work related accidents, or other injuries immediately upon occurrence to manager/supervisor.
- Use proper equipment, wear appropriate personal protective clothing (PPE), and employ correct lifting procedures, as necessary, to avoid injury.
- Identify and correct unsafe work procedures or conditions and/or report them to management and security/safety personnel.
- Complete appropriate safety training and certifications to perform work tasks.
- Follow property specific procedures for handling emergency situations (e.g., evacuations, medical emergencies, natural disasters).
- Follow policies and procedures for the safe operation and storage of tools, equipment, and machines.
- Follow company and department safety and security policies and procedures to ensure a clean, safe, and secure environment.
- Maintain awareness of undesirable persons on property premises.

##### **Policies and Procedures**

- Protect the privacy and security of guests and coworkers.
- Protect company tools, equipment, machines, or other assets in accordance with company policies and procedures.
- Follow company and department policies and procedures.
- Maintain confidentiality of proprietary materials and information.
- Ensure uniform, nametags, and personal appearance are clean, hygienic, professional and in compliance with company policies and procedures.
- Perform other reasonable job duties as requested by Supervisors.

##### **Communication**

- Exchange information with other employees using electronic devices (e.g., pagers and two-way radios, email).
- Provide assistance to coworkers, ensuring they understand their tasks.

### Working with Others

- Support all co-workers and treat them with dignity and respect.
- Develop and maintain positive and productive working relationships with other employees and departments.
- Partner with and assist others to promote an environment of teamwork and achieve common goals.

### Physical Tasks

- Reach overhead and below the knees, including bending, twisting, pulling, and stooping.
- Move, lift, carry, push, pull, and place objects weighing less than or equal to 50 pounds without assistance.
- Visually inspect tools, equipment, or machines (e.g., to identify defects).
- Grasp, turn, and manipulate objects of varying size and weight, requiring fine motor skills and hand-eye coordination.

### Install, Maintain, and Repair Items

- Ensure that all flammable materials are stored in OSHA and EPA approved containment devices.
- Use the Lockout/Tagout system before performing any maintenance work.
- Perform preventative maintenance on tools and equipment, including cleaning and lubrication.
- Carry all equipment (e.g., keys, phones, pager, tools, radio) in order to maintain preparedness to carry out work tasks at all times.

### Maintain Building and Property

- Report any serious maintenance problems, unusual findings, or safety hazards immediately to the manager/supervisor.
- Identify, locate, and operate all shut-off valves for equipment.
- Maintain proper maintenance inventory and requisition parts and supplies as needed.

### Maintain Records or Logs

- Maintain daily logs of operation, maintenance, and safety activities, including test results, instrument readings, and details of equipment malfunctions and maintenance work.

## CRITICAL COMPETENCIES

<b>Analytical Skills</b> <ul style="list-style-type: none"><li>▪ Problem Solving</li><li>▪ Learning</li></ul>	<b>Interpersonal Skills</b> <ul style="list-style-type: none"><li>▪ Team Work</li><li>▪ Diversity Relations</li><li>▪ Interpersonal Skills</li></ul>	<b>Personal Attributes</b> <ul style="list-style-type: none"><li>▪ Safety Orientation</li><li>▪ Integrity</li><li>▪ Dependability</li><li>▪ Adaptability/Flexibility</li></ul>
<b>Physical Abilities</b> <ul style="list-style-type: none"><li>▪ Hand-Eye Coordination</li></ul>	<b>Tools and Equipment</b> <ul style="list-style-type: none"><li>▪ Hand/Power Tools</li><li>▪ Personal Protective Equipment</li></ul>	

## PREFERRED QUALIFICATIONS

<b>Education</b>	Technical, Trade, or Vocational School Degree
<b>Related Work Experience</b>	At least 2 years of related work experience
<b>Supervisory Experience</b>	No supervisory experience is required

### Job Family: Kitchen/Stewarding

#### POSITION SUMMARY

Operate and maintain cleaning equipment and tools, including the dish washing machine, hand wash stations pot-scrubbing station, and trash compactor. Wash and disinfect kitchen and store room areas, tables, tools, knives, and equipment. Receive deliveries, store perishables properly, and rotate stock. Ensure clean wares are stored in appropriate areas. Use detergent, rinsing, and sanitizing

chemicals in the 3-compartment sink to clean dishes. Inspect, pull, and stack cleaned items, send soiled items back for re-scrubbing and re-washing. Rack and spray all racked items with hot water to loosen and remove food residue. Sort, soak, and wash/re-wash silverware. Breakdown dirty bus tubs. Empty and maintain trashcans and dumpster area. Clean and mop all areas in assigned departments. Dispose of glass in the proper containers. Break down cardboard boxes and place them and other recyclables in the recycle bin.

Follow all company and safety and security policies and procedures; report maintenance needs, accidents, injuries, and unsafe work conditions to manager; complete safety training and certifications. Protect company assets. Speak with others using clear and professional language. Develop and maintain positive working relationships with others; support team to reach common goals. Ensure adherence to quality expectations and standards. Move, lift, carry, push, pull, and place objects weighing less than or equal to 50 pounds without assistance. Stand, sit, or walk for an extended period of time. Reach overhead and below the knees, including bending, twisting, pulling, and stooping. Perform other reasonable job duties as requested by Supervisors.

## CRITICAL TASKS

### **Safety and Security**

Report work related accidents, or other injuries immediately upon occurrence to manager/supervisor.

Follow company and department safety and security policies and procedures to ensure a clean, safe, and secure environment.

Use proper equipment, wear appropriate personal protective clothing (PPE), and employ correct lifting procedures, as necessary, to avoid injury.

Follow Hazardous Material Management Program procedures for handling and disposing of chemicals, fertilizer, pesticides, blood borne pathogens, etc., including using Material Safety Data Sheets (MSDS).

Identify and correct unsafe work procedures or conditions and/or report them to management and security/safety personnel.

Follow policies and procedures for the safe operation and storage of tools, equipment, and machines.

Complete appropriate safety training and certifications to perform work tasks.

### **Policies and Procedures**

Protect company tools, equipment, machines, or other assets in accordance with company policies and procedures.

Follow company and department policies and procedures.

Perform other reasonable job duties as requested by Supervisors.

### **Working with Others**

Support all co-workers and treat them with dignity and respect.

Develop and maintain positive and productive working relationships with other employees and departments.

- Exchange information with other employees using electronic devices (e.g., earpieces, pagers and two-way radios, email).

### **Quality Assurance/Quality Improvement**

Comply with quality assurance expectations and standards.

### **Physical Tasks**

Move, lift, carry, push, pull, and place objects weighing less than or equal to 50 pounds without assistance.

Stand, sit, or walk for an extended period of time or for an entire work shift.

Reach overhead and below the knees, including bending, twisting, pulling, and stooping.

### **General Kitchen**

Follow appropriate personal hygiene procedures to ensure food served to guests is safe for consumption, including disinfecting hands prior to handling food and wearing a hat/hairnet and proper footwear.

Report maintenance issues immediately to appropriate personnel (i.e., management or maintenance).

- Receive deliveries, store perishables properly, and rotate stock.

### **Sanitation and Maintenance**

Operate cleaning equipment and tools to ensure only clean and sanitary items are used in the kitchen, including operating the dish machine, pot-scrubbing station, and trash compactor.

Organize cleaning chemicals and supplies and ensure they are stored appropriately and kept separate from food products.

Keep hand wash stations maintained (for example, supplied with soap, towels, step-on trashcan, gloves, and proper signage) and fully functional.

Follow and ensure compliance with sanitation and cleaning procedures and pest control guidelines, reporting pest control issues to appropriate personnel.

Wash and disinfect kitchen and storeroom areas including tables, tools, knives, and equipment to ensure sanitary conditions and meet the departmental standards, including using sanitizers required by health department.

**Kitchen Tools & Equipment**

Ensure proper and safe handling and storage of equipment, returning equipment to appropriate location.

**Dishwashing Activities**

Ensure clean wares are stored in appropriate areas.

Clean the dishwashing machine, including removing trash and spraying the inside of the machine, cleaning and unclogging the spray arms and jets, cleaning the outer surfaces of the machine and troubleshoot dishwasher malfunctions as required.

Use detergent, rinsing, and sanitizing chemicals in the 3-compartment sink at the appropriate levels to clean dishes, ensuring the chlorine levels are between 50 and 100 parts per million and that the water temperature is sufficiently hot.

Ensure water temperature, and chemical levels are appropriate to run the dishwashing machine, and complete proper documentation.

Rack dirty items (silverware, plateware, etc).

Sort silverware with eating surfaces facing up into separate cylinders and wash/re-wash.

Inspect, pull, and stack cleaned items, send soiled items back for re-scrubbing and re-washing.

Allow cleaned items to air dry.

Spray all racked items with hot water to loosen and remove food residue.

Sort and soak silverware.

Breakdown dirty bus tubs.

**Maintenance, Sanitation, and Cleaning Activities**

Empty full trashcans, ensuring each can is clean, relined, and covered, and maintain dumpster area.

Clean and mop all areas in assigned departments (e.g., sink area, shelves and counters in dish room, tops of chemical bottles, outside of the dish machine, dish room door and walls, bus carts).

Clean and maintain sanitation areas and organize cleaning supplies including hanging up mops and brooms.

Organize supply rack, including pots, pans, serving spoons, utensils, etc.

Dispose of glass in the proper containers.

Break down cardboard boxes and place them and other recyclables in the recycle bin.

Keep sanitation closets locked and shut.

**CRITICAL COMPETENCIES**

<b>Interpersonal Skills</b>	<b>Personal Attributes</b>	<b>Physical Abilities</b>
<ul style="list-style-type: none"> <li>▪ Team Work</li> <li>▪ Diversity Relations</li> </ul>	<ul style="list-style-type: none"> <li>▪ Safety Orientation</li> <li>▪ Dependability</li> </ul>	<ul style="list-style-type: none"> <li>▪ Proper Lifting Techniques</li> </ul>

**PREFERRED QUALIFICATIONS**

<b>Education</b>	No high school diploma/No G.E.D.
<b>Related Work Experience</b>	No related work experience is required
<b>Supervisory Experience</b>	No supervisory experience is required

Department/Position	Heads	Annual Salary
<b>Cold Kitchen</b>		
Commis 1	1	\$ 6,299
Commis 2/3	1	\$ 5,033
<b>Banquet Main Kitchen</b>		
Commis 1	1	\$ 6,299
Commis 2/3	1	\$ 5,033
<b>Pastry</b>		
Commis 1	1	\$ 6,299
Commis 2/3	1	\$ 5,033
<b>All Day Dining</b>		
Commis 1	1	\$ 6,299
Commis 2/3	1	\$ 5,033
<b>In Room Dining</b>		
Demi Chef de Partie	1	\$ 8,721
Commis 1	1	\$ 6,299
Commis 2/3	1	\$ 5,033
<b>Total Kitchen</b>	<b>11</b>	
<b>Stewarding</b>		
Stewarding Supervisor	1	\$ 7,903
Steward	3	\$ 4,152
Steward (EDR)	1	\$ 4,152
<b>Total Stewarding</b>	<b>5</b>	
Door Attendant	1	\$ 5,075
Bell Attendant / Buggy Driver	1	\$ 4,727
Reservation Team	1	\$ 6,247
Housekeeping Attendants	1	\$ 4,361
Guest Relations Agent	1	\$ 6,942

	5	
<b>Engineering</b>		
Senior Electrician	1	\$ 10,042
Refrigeration/Kitchen	1	\$ 10,042
Plumber	1	\$ 10,042
Villa Care Tech	1	\$ 10,042
Carpenter and Painter	1	\$ 10,042
A/C Technician	1	\$ 10,042
Buggy Engineering	1	\$ 7,233
Engineering Technician	2	\$ 7,726
	9	

<b>Overall Total</b>	<b>30</b>	
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# Reservation Agent

## Job Family: Reservations Sales

### POSITION SUMMARY

Process all reservation requests, changes, and cancellations received by phone, fax, or mail. Identify guest reservation needs and determine appropriate room type. Verify availability of room type and rate. Explain guarantee, special rate, and cancellation policies to callers. Accommodate and document special requests. Answer questions about property facilities/services and room accommodations. Follow sales techniques to maximize revenue. Input and access data in reservation system. Indicate special room reservation types (e.g., complimentary rooms, employee discounts, travel agent inspection rates, and wholesale reservations) by inputting the correct code and rate into the reservation system. Follow proper escalation procedures when addressing guest concerns.

Follow all company policies and procedures; ensure uniform and personal appearance are clean and professional; maintain confidentiality of proprietary information; protect company assets; protect the privacy and security of guests and coworkers. Welcome and acknowledge all guests according to company standards; anticipate and address guests' service needs; assist individuals with disabilities; thank guests with genuine appreciation. Speak with others using clear and professional language; answer telephones using appropriate etiquette. Develop and maintain positive working relationships with others; support team to reach common goals; listen and respond appropriately to the concerns of other employees. Comply with quality assurance expectations and standards. Move, lift, carry, push, pull, and place objects weighing less than or equal to 10 pounds without assistance. Perform other reasonable job duties as requested by Supervisors.

### CRITICAL TASKS

#### **Policies and Procedures**

- Protect the privacy and security of guests and coworkers.
- Maintain confidentiality of proprietary materials and information.
- Follow company and department policies and procedures.
- Perform other reasonable job duties as requested by Supervisors.

#### **Guest Relations**

- Actively listen and respond positively to guest questions, concerns, and requests using brand or property specific process (e.g., LEARN, PLEASED, Guest Response, LEAP) to resolve issues, delight, and build trust.
- Address guests' service needs in a professional, positive, and timely manner.
- Anticipate guests' service needs, including asking questions of guests to better understand their needs and watching/listening to guest preferences and acting on them whenever possible.
- Welcome and acknowledge each and every guest with a smile, eye contact, and a friendly verbal greeting, using the guest's name when possible.
- Thank guests with genuine appreciation and provide a fond farewell.
- Engage guests in conversation regarding their stay, property services, and area attractions/offerings.

#### **Communication**

- Speak to guests and co-workers using clear, appropriate and professional language.
- Answer telephones using appropriate etiquette including answering the phone within 3 rings, answering with a smile in one's voice, using the callers' name, transferring calls to appropriate person/department, requesting permission before placing the caller on hold, taking and relaying messages, and allowing the caller to end the call.
- Talk with and listen to other employees to effectively exchange information.

#### **Working with Others**

- Support all co-workers and treat them with dignity and respect.
- Handle sensitive issues with employees and/or guests with tact, respect, diplomacy, and confidentiality.

#### **Quality Assurance/Quality Improvement**

- Comply with quality assurance expectations and standards.

## Physical Tasks

- Move, lift, carry, push, pull, and place objects weighing less than or equal to 10 pounds without assistance.

## Reservation Services

- Verify all reservation information with callers to ensure accuracy.
- Accommodate and document special requests in an accurate and efficient manner.
- Determine the most appropriate room type to meet guest requirements and maximize room rate.
- Explain guarantee and cancellation policies to callers.
- Describe room accommodations and benefit feature sale amenities to guests.
- Use sales techniques when assisting guests in making reservations, including personalizing calls, obtaining complete guest needs, suggesting alternate dates or directing guests to sister properties on sold out days.
- Answer guest questions about property facilities/services (e.g., hours of operation, room availability, restricted dates, rates and room types, packages, promotions, entertainment, restaurants, special events).
- Assign confirmation/cancellation numbers and clearly relay this information to callers, giving them the option of emailing and/or faxing these numbers.
- Identify guest reservation needs by asking open-ended questions to obtain all necessary information, including enrollment in Marriott Rewards program.
- Follow “up selling” techniques and sales strategies in order to maximize property revenue.
- Identify repeat guests using appropriate codes.

## Reservation Processing

- Inform guests of rules and regulations regarding qualifying rates (e.g., government and special corporate rates and discounts).
- Input and access data in reservation system by entering correct information into proper fields, including Marriott Rewards number, and asking for travel agency IATA and FIT numbers (i.e., flags, comments, guest messages).
- Verify availability of room type, rate, and occupancy before confirming any reservations.
- Process all reservation requests, changes, and cancellations received by phone, fax, or mail.
- Indicate special room reservation types (e.g., complimentary rooms, employee discounts, travel agent inspection rates, and wholesale reservations) by inputting the correct code and rate into the reservation system.

## Guest Relations

- Follow proper escalation procedures when addressing guest concerns.

## CRITICAL COMPETENCIES

<b>Analytical Skills</b> <ul style="list-style-type: none"> <li>▪ Computer Skills</li> <li>▪ Learning</li> </ul>	<b>Interpersonal Skills</b> <ul style="list-style-type: none"> <li>▪ Customer Orientation</li> <li>▪ Interpersonal Skills</li> <li>▪ Team Work</li> <li>▪ Diversity Relations</li> </ul>	<b>Communications</b> <ul style="list-style-type: none"> <li>▪ Telephone Etiquette Skills</li> <li>▪ English Language Proficiency</li> <li>▪ Listening</li> <li>▪ Communication</li> <li>▪ Applied Reading</li> </ul>
<b>Personal Attributes</b> <ul style="list-style-type: none"> <li>▪ Integrity</li> <li>▪ Dependability</li> <li>▪ Positive Demeanor</li> </ul>	<b>Sales</b> <ul style="list-style-type: none"> <li>▪ Typing</li> </ul>	

## PREFERRED QUALIFICATIONS

<b>Education</b>	High school diploma/G.E.D. equivalent
<b>Related Work Experience</b>	No related work experience is required
<b>Supervisory Experience</b>	No supervisory experience is required

## **Stewarding Supervisor**

### **Job Family: Kitchen/Stewarding**

#### **POSITION SUMMARY**

Direct and assist Stewards in order to make clean up more efficient. Ensure water temperature, and chemical levels are appropriate for cleaning and documented. Assist with Banquet plate-ups. Assist cooks and kitchen staff with various tasks as needed. Provide cooks with needed items. Support banquet and buffet by transporting and ensuring adequate stock. Return cleaned items to proper locations. Operate and maintain cleaning equipment and tools, including the dish washing machine, hand wash stations pot-scrubbing station, and trash compactor.

Assist management in hiring, training, scheduling, evaluating, counseling, disciplining, and motivating and coaching employees. Follow all company and safety and security policies and procedures; report accidents, injuries, and unsafe work conditions to manager; complete safety training and certifications. Ensure uniform and personal appearance are clean and professional; maintain confidentiality of proprietary information; protect company assets. Welcome and acknowledge all guests according to company standards; anticipate and address guests' service needs. Speak with others using clear and professional language. Develop and maintain positive working relationships with others; support team to reach common goals. Ensure adherence to quality expectations and standards. Move, lift, carry, push, pull, and place objects weighing less than or equal to 50 pounds without assistance. Stand, sit, or walk for an extended period of time. Reach overhead and below the knees, including bending, twisting, pulling, and stooping. Move over sloping, uneven, or slippery surfaces. Perform other reasonable job duties as requested by Supervisors.

#### **CRITICAL TASKS**

##### **Safety and Security**

- Complete appropriate safety training and certifications to perform work tasks.
- Report work related accidents, or other injuries immediately upon occurrence to manager/supervisor.
- Follow property specific procedures for handling emergency situations (e.g., evacuations, medical emergencies, natural disasters).
- Use proper equipment, wear appropriate personal protective clothing (PPE), and employ correct lifting procedures, as necessary, to avoid injury.
- Follow policies and procedures for the safe operation and storage of tools, equipment, and machines.
- Identify and correct unsafe work procedures or conditions and/or report them to management and security/safety personnel.
- Follow company and department safety and security policies and procedures to ensure a clean, safe, and secure environment.
- Follow Hazardous Material Management Program procedures for handling and disposing of chemicals, fertilizer, pesticides, blood borne pathogens, etc., including using Material Safety Data Sheets (MSDS).
- Maintain awareness of undesirable persons on property premises.

##### **Policies and Procedures**

- Protect the privacy and security of guests and coworkers.
- Maintain confidentiality of proprietary materials and information.
- Protect company tools, equipment, machines, or other assets in accordance with company policies and procedures.
- Follow company and department policies and procedures.
- Ensure uniform, nametags, and personal appearance are clean, hygienic, professional and in compliance with company policies and procedures.
- Perform other reasonable job duties as requested by Supervisors.

##### **Guest Relations**

- Assist other employees to ensure proper coverage and prompt guest service.
- Welcome and acknowledge each and every guest with a smile, eye contact, and a friendly verbal greeting, using the guest's name when possible.

- Thank guests with genuine appreciation and provide a fond farewell.

### **Communication**

- Provide assistance to coworkers, ensuring they understand their tasks.
- Talk with and listen to other employees to effectively exchange information.
- Speak to guests and co-workers using clear, appropriate and professional language.
- Discuss work topics, activities, or problems with coworkers, supervisors, or managers discreetly and quietly, avoiding public areas of the property.
- Exchange information with other employees using electronic devices (e.g., pagers and two-way radios, email).

### **Assists Management**

- Serve as a departmental role model or mentor by working alongside employees to perform technical or functional job duties.
- Assign and ensure work tasks are completed on time and that they meet appropriate quality standards.
- Encourage and motivate employees to perform their best, take responsibility for tasks and assignments, make decisions and provide input on possible improvements.
- Assist management in establishing and communicating goals, performance expectations, timetables and deadlines for shift or departmental operations to hourly employees and ensure that they are understood.
- Ensure employee compliance with company standards and policies and external regulations (e.g., safety, OSHA, department-specific procedures such as food standards).
- Assist management to ensure that hourly employees have the necessary resources to effectively perform their jobs (e.g., supplies, equipment, and inventory).
- Coach and develop employees (e.g., create expectations for continual improvement, provide challenging tasks and assignments, hold development discussions, and construct and execute development plans).
- Collaborate with management to develop and carry-out ideas and procedures, and set goals to continuously improve department performance around guest and employee satisfaction scores.
- Coordinate tasks and work with other departments to ensure that the department runs efficiently.
- Ensure that hourly employees are trained on company core values, job roles, responsibilities, and technical and service aspects of the job.
- Assist management in counseling hourly employees on work related concerns and issues to ensure satisfaction and productivity.
- Listen to hourly employees' suggestions for improving how work is done and how guests are served, gaining management support as needed to act upon suggestions.
- Collaborate with management to formally recognize hourly employees' performance contributions.

### **Working with Others**

- Support all co-workers and treat them with dignity and respect.
- Handle sensitive issues with employees and/or guests with tact, respect, diplomacy, and confidentiality.
- Develop and maintain positive and productive working relationships with other employees and departments.
- Partner with and assist others to promote an environment of teamwork and achieve common goals.
- Actively listen to and consider the concerns of other employees, responding appropriately and effectively.

### **Quality Assurance/Quality Improvement**

- Monitor the performance of others to ensure adherence to quality expectations and standards.
- Comply with quality assurance expectations and standards.

### **Physical Tasks**

- Visually inspect tools, equipment, or machines (e.g., to identify defects).
- Stand, sit, or walk for an extended period of time or for an entire work shift.
- Reach overhead and below the knees, including bending, twisting, pulling, and stooping.
- Move over sloping, uneven, or slippery surfaces.

- Move, lift, carry, push, pull, and place objects weighing less than or equal to 50 pounds without assistance.
- Read and visually verify information in a variety of formats (e.g., small print).

#### **General Kitchen**

- Follow appropriate personal hygiene procedures to ensure food served to guests is safe for consumption, including disinfecting hands prior to handling food and wearing a hat/hairnet and proper footwear.
- Report maintenance issues immediately to appropriate personnel (i.e., management or maintenance).
- Maintain up-to-date knowledge of company Food Safety Programs within assigned area of responsibility, as well as all local, state, and federal regulations.
- Communicate any assistance needed during busy periods to the Chef to ensure optimum service to guests.
- Assist with Banquet plate-ups.

#### **Sanitation and Maintenance**

- Organize cleaning chemicals and supplies and ensure they are stored appropriately and kept separate from food products.
- Complete cleaning checklists to determine appropriate timelines for cleaning and sanitizing (such as floors, equipment, drains, walls, surfaces, doors, lights, and trashcans).
- Operate cleaning equipment and tools to ensure only clean and sanitary items are used in the kitchen, including operating the dish machine, pot-scrubbing station, and trash compactor.
- Direct and assist Stewards in order to make clean up a more efficient process.
- Follow and ensure compliance with sanitation and cleaning procedures and pest control guidelines, reporting pest control issues to appropriate personnel.
- Keep hand wash stations maintained (for example, supplied with soap, towels, step-on trashcan, gloves, and proper signage) and fully functional.
- Wash and disinfect kitchen area including tables, tools, knives, and equipment to ensure sanitary conditions and meet the departmental standards, including using sanitizers required by health department.

#### **Kitchen Tools & Equipment**

- Ensure proper and safe handling and storage of equipment, returning equipment to appropriate location.

#### **Dishwashing Activities**

- Inspect, pull, and stack cleaned items, send soiled items back for re-scrubbing and re-washing.
- Ensure water temperature, and chemical levels are appropriate to run the dishwashing machine, and complete proper documentation.
- Ensure clean wares are stored in appropriate areas.
- Clean the dishwashing machine, including removing trash and spraying the inside of the machine, cleaning and unclogging the spray arms and jets, cleaning the outer surfaces of the machine and troubleshoot dishwasher malfunctions as required.
- Use detergent, rinsing, and sanitizing chemicals in the 3-compartment sink at the appropriate levels to clean dishes, ensuring the chlorine levels are between 50 and 100 parts per million and that the water temperature is sufficiently hot.
- Sort silverware with eating surfaces facing up into separate cylinders and wash/re-wash.
- Allow cleaned items to air dry.
- Rack dirty items (silverware, plateware, etc).
- Sort and soak silverware.
- Spray all racked items with hot water to loosen and remove food residue.
- Breakdown dirty bus tubs.

#### **Maintenance, Sanitation, and Cleaning Activities**

- Clean and mop all areas in assigned departments (e.g., sink area, shelves and counters in dish room, tops of chemical bottles, outside of the dish machine, dish room door and walls, bus carts).
- Clean and maintain sanitation areas and organize cleaning supplies including hanging up mops and brooms.
- Clean and maintain loading dock areas.

- Organize supply rack, including pots, pans, serving spoons, utensils, etc.
- Empty full trashcans, ensuring each can is clean, relined, and covered, and maintain dumpster area.
- Keep sanitation closets locked and shut.
- Ensure food storage areas are clean.
- Dispose of glass in the proper containers.
- Break down cardboard boxes and place them and other recyclables in the recycle bin.

CRITICAL COMPETENCIES		
<b>Analytical Skills</b> <ul style="list-style-type: none"> <li>▪ Decision-Making</li> <li>▪ Problem Solving</li> <li>▪ Arithmetic Computation</li> </ul>	<b>Interpersonal Skills</b> <ul style="list-style-type: none"> <li>▪ Team Work</li> <li>▪ Diversity Relations</li> <li>▪ Customer Service Orientation</li> <li>▪ Interpersonal Skills</li> <li>▪ Influence</li> <li>▪ Negotiating</li> </ul>	<b>Communications</b> <ul style="list-style-type: none"> <li>▪ Listening</li> <li>▪ Communication</li> <li>▪ Applied Reading</li> </ul>
<b>Personal Attributes</b> <ul style="list-style-type: none"> <li>▪ Dependability</li> <li>▪ Stress Tolerance</li> <li>▪ Safety Orientation</li> <li>▪ Integrity</li> <li>▪ Initiative</li> <li>▪ Adaptability/Flexibility</li> <li>▪ Positive Demeanor</li> <li>▪ Presentation</li> <li>▪ Company Polices Knowledge</li> </ul>	<b>Organization</b> <ul style="list-style-type: none"> <li>▪ Multi-Tasking</li> <li>▪ Time Management</li> <li>▪ Detail Orientation</li> <li>▪ Planning and Organizing</li> </ul>	<b>Physical Abilities</b> <ul style="list-style-type: none"> <li>▪ Proper Lifting Techniques</li> <li>▪ Physical Strength</li> <li>▪ Stamina</li> </ul>
<b>Assists Management</b> <ul style="list-style-type: none"> <li>▪ Delegating and Directing</li> <li>▪ Performance Management</li> <li>▪ Coaching and Developing</li> <li>▪ Resolving Conflict</li> <li>▪ Team Building</li> <li>▪ Employee Scheduling</li> </ul>	<b>General Kitchen/Culinary/Stewarding</b> <ul style="list-style-type: none"> <li>▪ Emergency Procedures</li> </ul>	<b>Equipment and Tools</b> <ul style="list-style-type: none"> <li>▪ Cleaning Kitchen Tools/Equipment</li> </ul>
<b>Dishwashing</b> <ul style="list-style-type: none"> <li>▪ Dish Machine Operation</li> <li>▪ Washing Cookware</li> <li>▪ Fine China/Flatware Care</li> <li>▪ Pulling Racks</li> <li>▪ Racking Items</li> <li>▪ Washing Silverware</li> <li>▪ Pre-Wash Dishware</li> <li>▪ Breaking Down Dirty Tubs</li> </ul>	<b>Cleaning and Sanitation</b> <ul style="list-style-type: none"> <li>▪ Dish Machine Cleaning</li> <li>▪ Sanitation Systems</li> <li>▪ General Cleaning Supplies &amp; Chemicals</li> <li>▪ Cleaning Kitchen</li> <li>▪ Trash Handling and Removal</li> <li>▪ Silver Care</li> <li>▪ Kitchen Maintenance</li> <li>▪ Cleaning Equipment</li> <li>▪ Stainless Steel Care</li> </ul>	

PREFERRED QUALIFICATIONS	
<b>Education</b>	High school diploma/G.E.D. equivalent
<b>Related Work Experience</b>	At least 2 years of related work experience
<b>Supervisory Experience</b>	At least 1 year of supervisory experience