BREACKFAST BAR ATTENDANT

Job Description

Reports to: Guest Services Manager  Department: Guest Services

Summary:
The purpose of this position is to prepare and oversee the breakfast bar area for delivery of the guests’ complimentary breakfast and customer service in accordance with the hotel’s policies/procedures, and the brand’s standards to achieve and maintain guest satisfaction, product quality, and safety and security.

ESSENTIAL DUTIES:
• Able to work a flexible schedule including holidays and weekends if needed
• Must be able to initiate and engage in conversation with guests
• Maintain a high standard of personal appearance and proper uniform
• Greets guests, visitors and staff in a courteous and friendly manner
• Respond to guests needs, special requests and complaints
• Must be able to pay close attention to details, visually inspect area, compare observations to standards, and correct deficiencies

During hours of operation for complimentary breakfast:
• Set-up breakfast items
• Greet and acknowledge guests as they arrive
• Bus and clean tables, straighten chairs and properly arrange the furniture
• Make fresh coffee as needed, restock drink and food items and other supplies (e.g., plastic ware, napkins, cups)
• Maintain the cleanliness of the breakfast area and empty trash receptacles as needed
• Thank guests as they depart

At the close of the complimentary breakfast:
• Clean tables, clean and mop the breakfast area, empty the trash receptacles, dispose of all drink and food items and supplies in accordance with health codes
• Properly store all unused drink, food items, and supplies in accordance with health codes
• Clean all equipment and breakfast/kitchen areas

Additional duties:
• Receive supplies, date and rotate stock
• Complete and record inventory on inventory sheet
• Follow hotel operational procedures to ensure orders are placed for items that are below par levels
• Process guest invocations of 100% Satisfaction Guarantee per hotel standards

For Safety and Security:
• Report any suspicious activity of guests, visitors or staff
• Properly label any lost/found articles and turn in to the appropriate Manager assigned by GM
• Perform duties in accordance with Safety and Security Policies
• Perform duties in accordance with OSHA, HAZCOM and Blood Borne Pathogens regulations

For Teamwork:
• Performs other duties as assigned, requested, or deemed necessary by management
• Assist other employees in various assignments such as cleaning, stocking supplies
• When asked, inspect or clean public areas to insure high level of presentation
Physical, Mental and Environmental Requirements:

- Ability to work with cleaning chemicals
- Firm and simple grasping are required for all aspects of work
- Lifting of supplies occurs on a regular basis, usually not more than 25 lbs. but may be up to 50 lbs.
- Able to stand and walk 90% of the work day; Sitting usually limited to short breaks
- Reaching is required up to 80% of the time and may be combined with other activities such as pushing, pulling, and bending in all phases of work; Overhead reaching is usually limited to approximately 25% of the time
- Bending and stooping are required up to 60% of the work day
- Pushing and pulling actions may be required up to 60% of the time
- Crouching and kneeling are required for approximately 25% of the time, particularly when cleaning the counters, cabinets, floor, and kitchen/dining areas
- Crawling is required less than 5% of the time
- Climbing of stairs is usually required less than 5% of the time

Skills, Educational Background and Experience:

- High School Diploma, GED, or equivalent years of relevant work experience required
- Friendly demeanor and good customer service skills needed
- Previous experience in customer-based business preferred

This job description describes the general nature of the duties and responsibilities of this position and are explained during training and reviewed during your employment. These duties may be amended from time to time. This document is not an employment contract.

EMPLOYEE ACKNOWLEDGMENT

My signature below verifies I have read and understand this Job Description, and I accept responsibility for performing the duties required for this position.

<table>
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<tr>
<th>Employee Signature</th>
<th>Date</th>
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| Print Employee Name | Hotel/City |

For Employee File