

POSITION DESCRIPTION

JOB TITLE: Room Service Server (Full-Time)

DEPARTMENT: Food & Beverage

REPORTS TO: Room Service Manager

ESSENTIAL PURPOSE: To serve hotel guests food and beverages in their rooms, in a prompt and professional manner.

ESSENTIAL DUTIES:

- To understand and respond to all guest needs and requests in a timely and professional manner, deferring to the Room Service Manager when necessary to ensure customer satisfaction.
- To extend a courteous, friendly, and professional greeting to guests at arrival, and to thank them at departure.
- To make the manager aware of all guest comments and complaints.
- To follow specified procedures to provide prompt, efficient, and gracious customer service to hotel guests in their rooms, including answering department telephones; delivering orders; and presenting and receiving payment for guest checks.
- To follow specified procedures to properly perform all side-work, and opening and closing duties.
- To keep hotel corridors free of used Room Service items at all times.
- To follow all specified procedures to correctly handle all cash and credit transactions, including properly handling the Micros computer system.
- To ensure the security and proper return of master keys.
- To maintain the proper care and cleanliness of tableware and serving equipment, handling both to minimize breakage.
- To follow all policies and procedures of JC Resorts LLC.

- To immediately report all suspicious occurrences and hazardous conditions.
- To maintain the cleanliness and safety of work areas at all times.
- To practice safe work habits at all times, to avoid injury to self and others, and to comply with company and departmental safety rules and regulations and the proper use and handling of all relevant equipment.
- To attend all mandatory meetings as directed.
- To perform other tasks, including cross-training, as directed.

JOB KNOWLEDGE & EDUCATIONAL LEVEL: High school diploma or equivalent required. English fluency required. Must have minimum three months experience in food service, and a general understanding of the room service department. Hotel experience preferred.

SKILLS AND APTITUDES: Detail oriented. Organized and efficient. Learns quickly. Safety-minded. High quality standards for production and service. Diplomatic and calm. Strong verbal communications skills. Courteous, friendly, and professional manner. Good team player. Customer service focus. Able to work productively with little supervision. Trustworthy and reliable.

WORKING CONDITIONS: Constantly moving between in and outdoor environment. Spends approximately 60% of shift in well-lighted Room Service area, guest rooms, and public areas. Spends remaining 40% of shift outdoors, while delivering food and beverage orders to rooms. Makes frequent trips to the kitchen where air may be moist, warm, and odorous from cooking foods. Kitchen floor is uneven, and may be slippery from moisture and grease. Bi-level structures. Extensive property. Possible exposure to blood-borne pathogens.

PHYSICAL DEMANDS: Stands/walks approximately 90% of shift. Sits approximately 10% of shift. Constantly required to handle and move objects weighing up to 40 lbs. over short to moderate distances. Bends, stoops, pushes, and lifts to perform routine job tasks. Flexibility and good reflexes required to operate electric cart. Must be able to work well under pressure. Frequent use of stairs, daily.

IMPACT OF DECISION: Decisions directly impact customer service and the public image of the hotel. Poor decisions may result in customer dissatisfaction and loss of revenues, due to unprofessional manner, inefficient response, unsafe work practices, or improperly handled customer service situations.

GENERAL: Must comply with the Company's Appearance and Dress Code policy as set forth in the Employee Handbook.

JOB CLASSIFICATION: The position is classified as Full-Time and, upon completion of the Introductory Period, the employee is eligible for the Employee Benefits outlined in the Employee Handbook. Notwithstanding the foregoing, the Company reserves the right to amend, change or discontinue the policies, practices and benefits described in the handbook at any time and without notice.

NON-EXEMPT POSITION: Non-exempt employees are subject to the wage and hour laws and entitled to overtime pay. All overtime work by a non-exempt employee must be approved in advance by the employee's supervisor or the General Manager and the time initialed by him/her on the time card. Non-exempt employees who work overtime without prior approval are subject to disciplinary action, including termination.

AT-WILL EMPLOYMENT: The relationship between JC Resorts LLC and the employee is for an unspecified term and is considered "at will." This means that the terms and conditions of employment may be changed, with or without cause and with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties and location of work. No one other than the President of the Company has the authority to make any verbal or written agreement contrary to this provision and any such agreement must be put in writing and signed by the President before it is effective.

JC Resorts LLC reserves the right to modify and update this Position Description as needed.

I have read and understand the above-referenced job requirements and have the ability to perform all of the essential duties listed herein. I agree to comply with the Company's performance standards and understand that I will need to be flexible in order to accommodate the changing needs of the hotel operation.

I further agree to comply with the rules and regulations set forth in the Employee Handbook and agree to abide with any departmental policies.

I acknowledge receipt of a copy of this job description.

Employee's name (please print)

Employee signature

Date: _____

Supervisor signature

Date: _____