

Job Title	Job Description	Job Requirements
<b>Guest Service Agent</b>	<p>Process all guest check-ins, check-outs, room assignments, and room change/late check-out requests. Secure payment; activate/reissue room keys.</p> <p>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.</p> <p>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.</p> <p>Answer, record, and process all guest calls, requests, questions, or concerns; follow up to ensure each has been met to guests' satisfaction.</p> <p>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.</p>	<p>Excellent communication and interpersonal skills</p> <p>Strong organizational and multitasking abilities</p> <p>Problem-solving and conflict resolution skills</p> <p>Proficiency in Microsoft Office and hotel management systems</p> <p>Professional appearance and demeanor</p> <p>Ability to remain calm and courteous under pressure</p> <p>Strong attention to detail</p>

<b>Guest Relations Agent</b>	<p>The Guest Relations Supervisor is responsible for ensuring exceptional guest experiences and promoting customer satisfaction and retention.</p> <p>This role involves actively engaging with guests, coaching team members, and maintaining high service standards throughout the property.</p> <p>Take the initiative to deliver a wide range of services that guide guests through their entire stay. They are empowered to move about their space and do what needs to be done.</p> <p>Whether processing operational needs, addressing guest requests, completing reports, or sharing the highlights of the local area, the Guest Relations Agent makes transactions feel like part of the experience.</p>	<p>Excellent communication and interpersonal skills</p> <p>Strong organizational and multitasking abilities</p> <p>Problem-solving and conflict resolution skills</p> <p>Proficiency in Microsoft Office and hotel management systems</p> <p>Professional appearance and demeanor</p> <p>Ability to remain calm and courteous under pressure</p> <p>Strong attention to detail</p>
<b>F&amp;B Agent/ Captain (Signature Restaurant / Room Service)</b>	<p>Serve food courses and alcoholic beverages to guests. Set tables according to type of event and service standards. Answer questions on menu selections. Communicate with the kitchen regarding menu questions, the length of wait, re-cook orders, and product availability. Communicate additional meal requirements, allergies, dietary needs, and special requests to the kitchen.</p> <p>Record transaction in MICROS system at time of order. Check in with guests to ensure satisfaction with each food course and/or beverages.</p>	<p>Excellent communication and customer service skills</p> <p>Attention to detail and a good memory for orders</p> <p>Ability to work well in a team environment</p> <p>Professional appearance and hygiene standards</p> <p>Knowledge of food and beverage menus and service etiquette</p>

	<p>Maintain cleanliness of work areas, china, glass, etc., throughout the day.</p> <p>Complete closing duties, including restocking items, turning off lights, etc. Present physical and accurate check to guest and process payment.</p>	<p>Ability to multitask and work under pressure</p> <p>Willingness to work flexible hours (nights, weekends, holidays)</p>
<b>F&amp;B Host/ Hostess</b>	<p>Our jobs aren't just about putting food on the table that our guests will enjoy until they ask for their bill. Instead, we want to build an experience that is memorable and unique – with food and drinks on the side.</p> <p>Our Guest Service Experts take the initiative and deliver a wide range of services to make sure that guests enjoy their meal. Whether setting tables, communicating with the kitchen, interacting and serving guests, or cleaning work areas and supplies, the Guest Service Expert makes transactions feel like part of the experience.</p>	<p>Excellent communication and customer service skills</p> <p>Attention to detail and a good memory for orders</p> <p>Ability to work well in a team environment</p> <p>Professional appearance and hygiene standards</p> <p>Knowledge of food and beverage menus and service etiquette</p> <p>Ability to multitask and work under pressure</p> <p>Willingness to work flexible hours (nights, weekends, holidays)</p>
<b>Technician/ Senior Technician</b>	<p>Respond and attend to guest repair requests.</p> <p>Communicate with guests/customers to resolve maintenance issues.</p>	<p>Strong problem-solving and analytical skills</p> <p>Ability to read and interpret technical manuals, schematics, and blueprints</p> <p>Proficient in using diagnostic tools and software</p>

	<p>Perform preventive maintenance on tools and kitchen and mechanical room equipment, including cleaning and lubrication.</p> <p>Visually inspect tools, equipment, or machines. Carry equipment (e.g., tools, radio).</p> <p>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.</p> <p>Communicate each day's activities and problems that occur to the other shifts using approved communication programs and standards.</p> <p>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.</p> <p>Perform all surface preparation, painting, minor drywall and wood trim repair, light bulb and A/C filter replacement and the complete and thorough cleanup of the painting or repair area.</p> <p>Test, troubleshoot and perform basic repair on all types of equipment, plumbing (e.g., plunge toilets and unclog</p>	<p>Good communication skills for reporting and teamwork</p> <p>Attention to detail and accuracy</p> <p>Ability to work independently and manage time efficiently</p> <p>Knowledge of safety regulations and protocols</p>
--	--	---

	<p>drains), electrical components including lamps, cosmetic items, extension cords, vacuum cleaners, internet devices, replace electrical switches and outlets, and other guestroom items.</p> <p>Program TV's and perform general housekeeping and engineering-related inventory duties.</p> <p>Use the Lockout/Tagout system before performing any maintenance work.</p> <p>Perform repairs on interior and exterior landscaping as well as external landscaping sprinklers.</p> <p>Display basic computer skills including inputting air handler schedules and making temperature changes.</p>	
<b>Demi Chef</b>	<p>Demi Chef play an important role in support of several hotel functions and support cleaning and basic kitchen preparation needs.</p> <p>Whether preparing fresh clean linen and spotless dining ware for guests to enjoy, operating and maintaining cleaning equipment and tools (e.g., dishwashing machines, hand wash stations), or transporting dishware across the hotel, these associates do whatever it takes to get the job done.</p>	<p>Strong knowledge of food preparation and presentation</p> <p>Ability to work under pressure in a fast-paced environment</p> <p>Good knife skills and basic culinary techniques</p> <p>Attention to detail and consistency in food quality</p> <p>Team player with good communication skills</p> <p>Ability to follow recipes and instructions</p>

		<p>accurately</p> <p>Willingness to learn and develop culinary skills</p>
<b>Duty Manager</b>	<p>Serves as the property Manager on Duty and oversees all property operations, ensuring that the highest levels of hospitality and service are provided.</p> <p>Represents property management in resolving any guest or property related situation. Manages the flow of questions and directs guests within the lobby. Serves as Guest Relations Manager and handles the tracking of service issues.</p>	<p>Strong leadership and team management skills</p> <p>Excellent communication and interpersonal skills</p> <p>Ability to handle guest complaints and resolve issues effectively</p> <p>Good organizational and multitasking abilities</p> <p>Proficient in property management systems (PMS) and Microsoft Office</p> <p>Ability to make decisions under pressure</p> <p>Knowledge of health, safety, and security regulations</p>

<p><b>Director of Restaurant</b></p>	<p>Areas of responsibility include Restaurants/Bars and Room Service, if applicable. Supervises daily restaurant operations and assists with menu planning, maintains sanitation standards and assists servers and hosts on the floor during peak meal periods.</p> <p>Strives to continually improve guest and employee satisfaction and maximize the financial performance in areas of responsibility. Determines training needed to accomplish goals, then implements plan.</p>	<p>Exceptional leadership and team-building skills</p> <p>Strategic planning and business development abilities</p> <p>Strong financial acumen including budgeting, forecasting, and cost control</p> <p>Excellent communication, negotiation, and interpersonal skills</p> <p>Ability to analyse data and market trends to drive business growth</p> <p>Knowledge of health, safety, and sanitation regulations</p> <p>Proficiency with restaurant management software and POS systems</p>
--------------------------------------	--	---

<b>Revenue Manager</b>	<p>Manages rooms and function space inventory and ensures inventory is allocated and restricted properly to maximize revenue and profits for hotels in the market. Responsible for building rates, packages and hotel sales strategy information in the hotel(s)' inventory systems.</p> <p>The position makes pricing and positioning recommendations for market hotels. Conducts analysis of revenue, profit and demand associated with hotel rooms and space inventory.</p> <p>Position contributes to forecasts, budgets, weekly and daily projections. Position critiques sales strategy effectiveness and prepares historical and future analysis of revenue and profit opportunities.</p>	<p>Excellent analytical and quantitative skills</p> <p>Proficiency in Excel and data visualization tools (e.g., Tableau, Power BI)</p> <p>Strong understanding of distribution channels, pricing strategies, and market dynamics</p> <p>Effective communication and presentation skills</p> <p>Ability to work collaboratively with sales, marketing, and operations teams</p> <p>Detail-oriented with strong organizational skills</p> <p>Strategic thinking and problem-solving abilities</p>
<b>Quality Manager</b>	<p>The position is responsible for implementing quality assurance processes that meet the company's mission and brand standards, target customer needs, ensure employee satisfaction, and focus on continuous improvement at the property level. This position champions the quality function and builds support for change.</p>	<p>Strong knowledge of quality standards, methodologies, and compliance requirements</p> <p>Excellent analytical and problem-solving skills</p> <p>Proficiency in quality tools such as root cause analysis, PDCA, FMEA</p> <p>Good communication and interpersonal skills for training and reporting</p> <p>Ability to lead cross-functional teams and manage projects</p>



		<p>Attention to detail and commitment to continuous improvement</p> <p>Familiarity with data analysis software and statistical process control (SPC)</p>
--	--	--