

Job Description:

POSITION DESCRIPTION SUMMARY

Has a thorough understanding of all dining and beverage departments including standards of operation. Is knowledgeable of all proper methods of food and beverage service, systems, controls and costs. Has knowledge of table etiquette and mannerisms. Responsible for and accountable for expediting all aspects of service.

OTHER ACCOUNTABILITIES DAILY

1. Meet with Manager / General Manager to discuss the priorities for the day. Walk through the facility inspecting for cleanliness, neat linen, attractive tables, polished equipment, proper set-up of rooms, etc. greeting fellow employees along the way.

Follow up with staff not meeting the expectations of room presentation.

2. Follow floor plans as needed, prepare entree selection tickets as needed and assign duties to dining room servers (including side work) for the upcoming shift.

3. Verify all service personnel report for their shift on time, note early punch-ins for labor control. Document all tardiness, absenteeism or discipline problems. Assure all service personnel are appropriately dressed.

4. Direct the service staff to their specific duties, ensuring that everyone is in proper uniform and working at a satisfactory pace. Help complete any items which are behind schedule or in need of special attention.

5. Coordinate staff to attend line-up according to Jack Austin's Eat & Drink standards emphasizing service.

6. Personally greet Members/Guest by introducing yourself and review the reservation sheets to verify preferences and special requests.

7. Assist and direct service personnel while on the floor, assuring service is followed through with desserts, cordials, coffee, etc. and that dessert dishes, extra & empty glassware, etc. has been cleared. Assign tasks to employees during the downtime of the shift (i.e. preparation for the next shift, shining silver, cleaning, etc.).

8. Assure all members are thanked upon their departure and invite them to return to the property soon.

9. Assist staff in set up for the next shift. Directing the housemen in moving tables, setting tables, and adding final touches/details to assure club is completely set for the next shift. Cross check each room with the function sheet to be sure all rooms are set. All rooms must be presentable in the event a prospect or member tours the property.

10. Assure that all service personnel complete their necessary closing work and checks out with you prior to punching out. Always say good-bye to fellow employees before they leave and thank them for their work.

WEEKLY

1. Assist Manager / General Manager / conference services with the necessary inventories such as food, liquor-wine-beer, china-glass-silver, etc. as needed.

2. Assist manager / General Manager with a weekly maintenance schedule for cleaning such items as salt and pepper shakers, silver, etc.

3. Maintain a neat and organized storage area for all club equipment including chafing dishes, A/V equipment, tables in catering room, etc.

4. Attend BEO meeting weekly to be actively involved in planning of upcoming events

REPORTING RELATIONSHIPS

1. Reports Directly To: The Jack Austin's Eat & Drink Restaurant General Manager

Requirements:

ESSENTIAL FUNCTIONS AND ACCOUNTABILITIES

1. Because of the fluctuating demands of the operation, it may be necessary that each staff perform a multitude of different functions; therefore as an essential part of your job, you will be expected to help others when the occasion arises, just as other staff is expected to help you. Accordingly, you may be expected to perform other tasks as needed or as directed

2. Adhere to all of the various written mandatory standards of operations, policies and procedures, manuals, memos, oral instructions, etc., all of which go to make up the essential functions of the job.

3. All dining room service administered to guests consistent with a high standard of service.

4. Professional, impeccable appearance maintained by self and all service personnel.

5. Further training and development of service personnel.

6. Assist with inventory and par levels of all beverages and China, Glass and Silver.

7. Maintaining the required standards of operations as they relate to service, as well as controlling inventories, labor costs, linen costs and miscellaneous F & B expenses. Assure criteria in banquet room inspection are met as it pertains to all F & B areas.

8. Maintain a positive attitude at all times in front of guests and Employee.

Possess PRIDE in work and be a professional representative of the property at all times.

9. Must be fully trained as an a la carte server. During the restaurant and catering department slow period, the Banquet Manager work in the la carte dining room for small event (10 guests or more) as needed in different shifts.

10. The Banquet Manager will also be responsible for all aspects of a private event from set-up to execution supervision.

MISCELLANEOUS

1. Effectively interface with other Department Heads to promote a team concept to promote and coordinate events.

2. Be familiar with the operation of all Audio/Visual Equipment, communicate to manager / Engineering / General Manager if equipment needs to be replaced or if is in need of more equipment. Maintain Equipment User Guide for each piece of equipment on usage, cleaning, storage, etc.

3. Experience working in a Union House is welcomed.

OPEN VACANCIES

Busser/Runner

JA is Hiring

Job Description – Busser / Runner • Set up the expedition area at the beginning of every shift. • General cleanliness and upkeep of physical space. • Table setting and clearing. • Communicate with management and servers in regards to menu changes throughout service. • Maintain guest water etc... • Deliver food to the correct tables as needed. • Greet guests professionally at table before serving. • Replenish food and beverages when needed. • Remove dishes from tables, bar and bus stations. • Manicure tables. • Restock clean dishes. • Prepare dishes for washing by scraping and stacking them by type. • Clean spilled food and drink. • Complete side duties as required including restaurant set up and take down, trash duty, and miscellaneous cleaning duties and special assignments. • Follows checklists and standard operating procedures. • Ensures that guests have a positive and memorable experience. • Responsible for constant sanitation, organization, and proper food handling. • Prepares work area for either opening, mid-shift, or closing in accordance with company standards.

Must be available to work flexible schedule-AM, PM, weekends, holidays, etc.

PLEASE APPLY WITH LARISA IN HUMAN RESOURCES

OPEN VACANCIES

JA is Hiring

Cook

Job Description

Candidate Capabilities:

- Able to execute and maintain the preparations, recipes, mise en place, and service of the assigned station
- Have a knowledge base regarding, and be able to demonstrate classic cooking techniques including, but not limited to; roasting, grilling, baking, frying, sautéing, braising, and garde manger.
- Able to demonstrate proper knife-skills and work space tidiness in a fast-paced environment
- Maintain Mental athleticism and coordination with other stations for proper timing of pick-ups
- Strong communication skills to convey needs and complete each transaction in a professional manner
- Maintain and ensure proper plate presentation and cleanliness for each dish
- Stay up to date on menu changes for all Breakfast, Lunch, Dinner and Dessert shifts.
- Have knowledge of Department of Health (DOH) standards

The Ideal Candidate will possess:

- Excellent Emotional Self Awareness under pressure while maintaining a professional demeanor.
- A high level of product and ingredient knowledge specific to Jack Austins Eat & Drink
- Confidence in effectively communicating any inconsistencies to Sous Chefs and teammates
- 1 year fine dining experience in a position responsible for preparing and cooking plated food
- A culinary education resulting in a degree/certificate-desirable
- EEO/AA including Vets and Disabled

Must be available to work flexible schedule-AM, PM, weekends, holidays, etc.

PLEASE APPLY WITH LARISA IN HUMAN RESOURCES

Sheraton Lincoln Harbor Hotel is seeking a self-motivated and analytic Revenue Manager to join our winning team!

Responsibilities:

- Preparing annual hotel revenue budget and maintaining ongoing results analysis.
- Developing the overall pricing strategy to include all market segments and distribution channels.
- Accurate preparation and distribution of daily, weekly and monthly revenue reports including market segmentation analysis, production reports, source contribution analysis, daily pick-up reports,
- Assist with ensuring all rates are loaded correctly and rooms inventory is up-to-date.
- Create reports to identify trends (i.e. transient and group pace, booking window, booking channel and sources).
- Conduct weekly revenue management meetings with the Hotel GM, DOS and FOM
- Monitor and analyze the competition daily / weekly through shop reports and the Internet to identify selling strategies and market trends.
- Preparing short and long term forecasts.
- Review and analyze reports such as Market Vision, STAR, Hotelligence and other measurement tools and present revenue opportunities.
- Analyze local events and activities and project the effect of opportunities they create.
- Submit daily actuals to STAR and distribute
- Analyze weekly STAR reports and strategies that were put in place.
- Review group activities 30 days out and make the necessary changes based upon cut off dates and historic data.
- Ensure IPS Inventory Compare reports are being run and issues are resolved every day.
- Conduct monthly Group audit checks to ensure ISAC and the Property Maintenance System are in balance.
- Ensure accuracy of the daily revenue reports.

Requirements

- Must have At least 2 years of Revenue experience, Starwood/Marriott revenue experience a plus
- Must have knowledge of ROS
- Knowledge of CI/TY a plus
- Knowledge of all industry reports such as STR, Hotelligence, Market Vision, etc.
- Proficient in Microsoft Excel,
- Must be able to effectively communicate both verbally and in writing
- Must be able to multitask and prioritize departmental functions to meet deadlines.
- Must be able to understand and evaluate complex information and data to meet appropriate objectives
- Must be able to maintain confidentiality of information.
- Perform other duties as requested by management

Front Desk Agent Job Description

We are currently seeking a Front Desk Agent with previous four star hotel experience.

The candidate will be responsible for insuring 100% guest satisfaction at all times.

Duties will include checking guests in and out of the hotel, fulfilling their requests promptly during their stay, answering telephone inquires and other duties as assigned by management.

Candidate must be available to work both AM/PM shifts, weekends and holidays as scheduled.

Previous hotel/hospitality industry experience from a full service property, preferably from a Starwood or Marriott property.

A strong customer service positive attitude is mandatory.

Excellent communication and organizational skills required.

Computer experience required - galaxy light speed knowledge is desirable but not mandatory.

Pleasant outgoing personality and ability to deal with a wide variety of different types of people required.

Strong team player individual who works well with others to accomplish successful results.

Job Type: Full-time

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Bellman

SLH is Hiring a

We are seeking a full-time bellman/van driver to join our guest services team.

Requirements:

- Good command of the English language
- Excellent customer service skills
- Good knowledge of the area
- Team player
- Driver's license and driving experience are required

Must be available to work flexible schedule-AM, PM, weekends, holidays, etc.

PLEASE APPLY WITH LARISA IN HUMAN RESOURCES

Lead Engineer Job Description

ESSENTIAL FUNCTIONS

Under direction of the Chief Engineer, perform general repair and maintenance of any and all equipment found in and around the hotel. Specific work areas will be assigned as needed to each employee, based on skill level and experience. Accurate record keeping on assigned tasks is required. Ensure that all safety systems are operable. Respond to guest room calls as required. To fill in for Chief Engineer as the acting Chief when Chief is absent. Oversee with the Support of the Chief Engineer all PM requirements for the mechanicals. Flexible schedule- available to work nights, weekends, holidays, etc.

SUPPORTIVE FUNCTIONS

In addition to performance of the essential functions, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the manager based upon the particular requirements of the hotel.

Assist other departmental craft workers as required.

Perform all duties required as Fire Alarm Response Team.

Regular attendance in conformance with the standards, which may be established from time to time, is essential to the successful performance of this position.

Due to the cyclical nature of the hospitality industry, employees may be required to work varying schedules to reflect the business needs of the hotel. In addition, attendance at all scheduled training sessions and meetings is required.

Prior hotel maintenance experience is required.

Job Type: Full-time

The Sheraton Lincoln Harbor Hotel is Equal Opportunity/Affirmative Action employer

Two to Three years of experience in a Hotel environment.

Must have knowledge of electrical, mechanical, plumbing, life safety operating systems, preventative maintenance programs and OSHA regulations.

The ideal candidate will be a good communicator in the department as well as be a team player with other departments in the hotel.

Must be flexible and available to work day ad night shifts, holidays, weekends.

Job Type: Full-time

Restaurant Line positions-Job Description

Jack Austin's Eat & Drink Restaurant located at the Sheraton Lincoln Harbor Hotel in Weehawken NJ is hiring:

Host(es)- Must be able to work flexible shifts - evenings, weekends, holidays and early mornings. Must be professional & willing to work multiple days during the week. Must have previous experience working in a busy environment.

Food Server- Must have at least 2 years of high end restaurant experience and be professional. Must be able to work flexible shifts - evenings, weekends, holidays. Must have previous experience working in a busy environment.

Experience: Previous restaurant experience is helpful but not necessary.

Education: High School education is recommended.

EEO/AA including Vets and Disabled

Job Type: Part-time

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Room Attendant

SLH is Hiring a

Responsibilities:

- Stock and sort supplies
- Vacuum, clean, dust and polish guest rooms
- Make beds, change sheets, remove and replace used towels and toiletries
- Deliver and retrieve items on loan to guests e.g. iron and ironing boards
- Ensure security of guest rooms and privacy of guests
- Perform rotation cleaning duties (e.g. steam clean carpets) as required
- Other projects as assigned by management

Must be available to work flexible shifts-

AM, PM, weekends and holidays, etc.

Good command of the English language

Must meet/exceed the team expectations

Strong organizational skills

Energetic personality

Must be able to work independently

Ability to prioritize work-related tasks based on time required

Able to multi task

Meet/exceed guest expectations

Excellent people skills

PLEASE APPLY WITH LARISA IN HUMAN RESOURCES

Sales manager-New business development

OVERALL DESCRIPTION

This position will focus completely on proactive revenue generation activities to uncover and manage new business for the hotel. They will focus primarily on the Group market with some crossover into Business Transient.

RESPONSIBILITIES

- Proactively solicit new customers and key decision makers for accounts to meet the business needs of the hotel.
- Uncover and Share Shift New business for the hotel thru
 - Aggressive outside sales calls in local market targeting specific regions / market segments as assigned to them
 - Focus on increased client tours / on-site entertainment
 - Telephone prospecting using industry lists, readerboards etc
 - Re-solicit leads not already being solicited by another manager
 - Coordinate hotel presentations to accounts at local offices as needed
 - Work with Front Office team members with on-property direct sales efforts (such as transient qualifications) to identify new business