

Title: Breakfast Attendant
Department: Housekeeping
Supervisor: Executive Housekeeper, General Manager

OBJECTIVE

Properly maintains order, cleanliness, product offering, safety and service in the breakfast area while also interacting with guests to ensure customer satisfaction and assisting as needed with guests at the Front Desk.

PRIMARY RESPONSIBILITIES

- Readies the breakfast presentation by the daily official opening time; includes adequately stocking all required food/drink items, utensils, dishware and condiments in the service line;
- Monitors and maintains the supply and display of food/drink and service items and condiments in the service line throughout the available hours of the breakfast;
- Closely monitors and cleans the breakfast area, both the service line and the seating areas, as needed throughout the available hours of the breakfast; also routinely inspects nearby public restrooms to ensure cleanliness, reporting any issues immediately to housekeeping;
- Assists guests with breakfast needs, including but not limited to the serving of coffee/juice refills, removing trash and used dishware and utensils from tables, promptly wiping up spills, etc.
- Delivers “over-the-top” service with energetic and friendly approach; provides courteous conversation with guests, responding to requests promptly, promoting hotel services and facilities and providing guests with information such as local attractions and driving directions to increase guest satisfaction;
- May work an omelet station, properly preparing individual omelets as custom ordered by individual guests;
- Resolves minor guest complaints to the satisfaction of the customer; informs supervisors of major problems, complaints, issues, disturbances or dissatisfied guests;
- Closes the breakfast area at the proper time, properly storing all food/drink items and display equipment; properly cleans the kitchen and breakfast area before leaving and ensures the proper handling and orderly storage of all food/drink and service items daily;
- Routinely reviews and maintains adequate inventory of breakfast supplies, including food/drink items, utensils, dishware and condiments; reports any ordering needs to supervisors in a timely manner;
- Monitors activity at the Front Desk and assists, as needed; may check guests out of the hotel, process customer payments according to established policies and procedures, and handling the accounting of monies, receipts, guest accounts and other forms of credit and payment;
- Delivers newspapers and guest receipts to the appropriate guest rooms by 5:30 a.m. daily;
- May man business telephone, including PBX (switchboard) operation;
- May issue, control and release guest room keys and property master keys;
- Remains alert to and advises supervisors of possible leads to generate room and/or banquet room sales to include but not limited to daily newspaper review, conversations with guests, etc.;
- Reports needed repairs or unsafe conditions to supervisor;

- Responds to requests from guests, management or other hotel personnel in a timely and efficient manner;
- Keeps storage rooms locked and orderly;
- Maintains security of equipment, keys and supplies issued each day;
- Reports lost and found articles to supervisor;
- Treats all fellow employees and guests with dignity and respect;
- Maintains a professional, business appearance and attitude;
- Performs any other duty required by the property owner, general manager or immediate supervisor.

RELATIONSHIPS

- Internal:** Maintenance - to report needed repairs.
Front Desk - to verify occupied/unoccupied status of rooms.
Executive / Assistant Housekeeper - to receive instruction and
Housekeeping - to relay needs for service.
Sales Director - to coordinate sales efforts, including leads for new
business and group business.
Supervisors / Management – to assist in the resolve of
problems/issues with guests ad to coordinate the ordering of
needed breakfast room supplies.
- External:** Hotel Guests - to provide service.

QUALIFICATIONS

Education / Experience: Basic reading, writing and math skills; No experience necessary.

Texas Food Handlers certificate

Skills: Conversation starter .
Organizational skills.
Attention to detail.
Speaks, reads and writes English clearly.

PHYSICAL / COGNITIVE ACTIVITIES

The major responsibility of this position is to ensure proper product offering, handling, presentation and serving. Proper cleanliness of the breakfast service and dining area is also a primary responsibility. Therefore, a significant portion of the work day is spent standing and walking. Additionally, counting and planning skills are needed to maintain adequate inventory of supplies.

Communication skills are highly utilized daily in the interaction with guests of the hotel in breakfast and front desk areas, most appropriately while standing up. This person may also occasionally type or make use of a keyboard in duties at the front desk.

This position utilizes problem solving and reasoning abilities often. Also, some sales and marketing skills are needed to effectively capture customers, whether individually or in groups.

Reading and writing abilities in English are utilized often. Breakfast preparation and cleanliness tasks require unlocking, opening, bending, stooping, pushing, pulling, sweeping, mopping, and lifting as much as 25 pounds. Some time is spent moving about the property in servicing guest needs, such as delivering newspapers and receipts, etc. Stair climbing is often necessary.

The preceding job description outlines the primary duties, responsibilities and requirements of the Breakfast Attendant position. The full scope of the position includes, but is not limited to, the described job tasks and expectations.