

Brighton Management LLC

Sheraton Pasadena Hotel

POSITION DESCRIPTION

JOB TITLE: Club Lounge Attendant
DEPARTMENT NAME: Food & Beverage
REPORTS TO: Food & Beverage Manager

I. POSITION SUMMARY:

Serve food and beverage items to customers in a friendly, enthusiastic, professional, and timely manner.

II. WORKING RELATIONSHIPS:

Reports to: Food & Beverage Manager
Interfaces with: All levels of management and non-management associates and customers

III. ESSENTIAL JOB FUNCTIONS:

- A club lounge attendant works in the VIP lounge of our hotel, an exclusive, private area provided by the property, with access granted to elite guests only. It's his job to provide excellent customer service, working to meet the needs of these special guests. They are a team player who is always willing to go the extra mile to please his customers.

V. PHYSICAL JOB REQUIREMENTS

- Execute all food and beverage services related requests.
- Clear, clean and reset tables as needed.
- Offer beverage service including cocktails and mixed drinks during the evening hours specified.
- Monitor guest access to the club lounge, ensuring where needed the appropriate codes are inserted into the guest reservation for "one-time" visit for the remainder of their stay.
- Ensure the Club Lounge is set and maintained according to the specific requirements of each service period and perform/ coordinate various side duties as assigned by the Supervisor.
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VI. JOB QUALIFICATIONS

- Ability to function well under pressure
- High School diploma or equivalent
- Customer service experience preferred
- Must be a minimum age to serve alcohol
- Neat, clean and well-groomed appearance
- Communication skills
- Reading and writing in English required
- Must possess initiative and high energy level

VII. SAFETY AWARENESS

- Comply with all safety requirements and regulations as dictated.

NOTE: The Sheraton Pasadena Hotel functions 7 days a week, 24 hours a day. All employees must realize this fact and be aware that at times it may be necessary to move an employee from their accustomed shift as business demands. In addition, I understand that business determines the amount of hours I work, and that some weeks I may be scheduled to work less than 40 hours and other weeks I may be scheduled to work more than 40 hours per week.

Job Descriptions are subject to change at the discretion of Brighton Management, LLC.

I have read and reviewed a copy of the above job description and fully understand that violation of any of the stated responsibilities and duties may be grounds for disciplinary action.

Manager's Signature

Date

Associate's Signature

Date