

# Brighton Management LLC

Sheraton Pasadena Hotel

## POSITION DESCRIPTION

**JOB TITLE:** PBX Operator  
**DEPARTMENT NAME:** Front Office  
**REPORTS TO:** Director of Rooms

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### I. POSITION SUMMARY:

Answers and directs incoming calls from inside and outside the hotel. Takes Room Service orders. Identifies all guest needs and handles their requests. Dispatches Room Service attendants and other hotel staff via two-way radio and telephone. Member of Emergency Response team. The Guest Services / PBX Agent is a back-of-the-house concierge.

### II. WORKING RELATIONSHIPS:

Reports to: Director of Rooms  
Interfaces with: Hotel Staff and Hotel Guests

### III. ESSENTIAL JOB FUNCTIONS:

- Answers and directs all external incoming telephone calls following Starwood's telephone etiquette.
- Answers all internally generated guest and delivery-related associate calls.
- Dispatches delivery, security, banquets, engineering, housekeeping and others to the Attendants.
- Takes room service orders from guests over the telephone. Enters orders into Micros system. Communicates special instructions to the kitchen and expeditors. Up-sells Room Service orders.
- Posts room service charges, settles tickets, completes employee financial and closes day procedures.
- Takes call-in amenity and hospitality orders and organizes deliveries to guests.
- Answers guests' questions and assists them with their needs, ensuring all requests are followed through and completed.
- Handles guests' complaints and takes action to resolve problems.
- Accepts and relays guests' messages, either manually, written or through voice mail system.
- Takes requests for wake-up calls and follows through to ensure guests receive their wake-up call at the requested time.
- Communicates situations where guests are dissatisfied or experiencing a problem and offers the resolution to the Manager on Duty.
- Follows all accounting procedures according to guidelines to ensure proper revenues and payment on accounts are received and credited.
- Maintains up-to-date knowledge of all hotel and area events and activities so that guests will receive accurate and prompt information when requested.
- Has extensive knowledge of the Room Service and Beverage Menu and provides guests with further information than what is on the menu.
- Provides a professional and immediate response to guests concerning all menu items and their preparation.
- Uses Starwood approved technology to ensure delivery of timed orders and other requests at the designated times, following up with delivery and other staff to ensure completion.
- Responds to emergency situations calmly and effectively, according to hotel guidelines.
- May perform duties of Front Office Agent as needed.

### V. PHYSICAL JOB REQUIREMENTS

- Communication skills required including clear speech and hearing ability
- Ability to read, write and understand English
- Repetitive bending, stooping, overall flexibility and lifting weight up to 30 lbs.
- Ability to manage high levels of stress.
- Professional demeanor and appearance
- Ability to interact with guests and associates.

**VI. JOB QUALIFICATIONS**

- Ability to function well under pressure
- High School diploma or equivalent
- Additional work experience preferred.
- Communication skills.

**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 schedules 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