

Disclaimer: *The use of this job description by a franchise hotel is completely voluntary. This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time and Starwood always recommends personalizing every job description to the specific position.*

POSITION: Club Lounge Attendant

POSITION PURPOSE

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

ESSENTIAL FUNCTIONS

AVERAGE %OF TIME

80% 60% Take orders for and serve all food and beverage requests, using suggestive selling techniques. Clear tables during service. Control guest checks and secure proper payment.

20% Ensure station and table set-ups are complete and perform various side duties as assigned by the Outlet Supervisor.

20% Maintain proper condition and cleanliness of dining areas and servicing equipment.

Other:

Regular attendance in conformance with the standards, which may be established from time to time, is essential to the successful performance of this position. Employees with irregular attendance will be subject to disciplinary action, up to and including termination of employment.

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.

Upon employment, all employees are required to fully comply with hotel rules and regulations for the safe and effective operation of the hotel's facilities. Employees who violate hotel rules and regulations will be subject to disciplinary action, up to and including termination of employment.

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 servers, other bartenders, and barporters when necessary.
- Participate in the deep cleaning of the outlet.

Grooming

All employees must maintain a neat, clean and well-groomed appearance per hotel standards.