Job Description

Position: Assistant Front Office Manager
Date: 7/24/14
Reports to: Front Office Manager

Assist the Front Office Manager in managing the Front Office operations to achieve customer satisfaction, quality service and compliance with corporate/franchise policies and procedures while meeting/exceeding financial goals. Ensure that the arrival, departure, and all other guest contact are conducted in an efficient and friendly manner.

Job Description

The following are specific contributions that must be developed during the training program in order to successfully complete the program and be placed in a hotel:

- Ensure efficient guest registration, checkout, guest service, and telephone service, while ensuring all brand standards are being applied.
- Implement company and franchise programs.
- Prepare forecasts and reports and assist in the development of the Rooms Division budget.
- Monitor and maintain the front office systems and equipment to ensure their optimum performance.
- Track guest satisfaction surveys and maximize usage of the guest response tracking system.
- Provide training for entry level associates and supervisors.
- Develop and implement controls for expense management.
- Utilize labor management tools to schedule and control labor costs.
- Interview, hire, train, develop, resolve problems, provide open communication and recommend discipline and/or termination when appropriate of staff members. Ensure timely completion of performance appraisals.
- Communicate both verbally and in writing to provide clear direction to staff.
- Interact positively with customers and take action to resolve problems to maintain a high level of customer satisfaction and quality.
- Ensure compliance of front office, guest service, and PBX standard operating procedures and policies. Ensure all Front Office Quality Standards are complied with and are consistently applied.
- Coordinate activities with other hotel departments in order to facilitate increased levels of communication and guest satisfaction.
- Assist in the daily maintenance of room inventory status to achieve optimal levels of revenues while maintaining high levels of guest expectations.
- Maintain all front desk related equipment and a par stock of supplies.
- Resolve customer complaints; anticipate potential problems by reviewing and monitoring complaints, operational issues, business flow and associate performance to ensure high levels of customer satisfaction and quality.
- Develop strong relations with the sales team to discuss and implement sales strategies to continually improve occupancy levels and revenues.
- Comply with attendance rules and be available to work on a regular basis.
- Perform any other job related duties as assigned.
Job Description

Experience, Skills and Knowledge

- Minimum 1 year of front desk experience.
- High School diploma or equivalent required.
- Hotel experience preferred.
- Proficient with PMS system and computer literacy a must.
- Advanced knowledge of brand’s reward program.
- Able to handle cash and credit transactions.
- Maintain a professional appearance and manner at all times.
- Communicate well with guests.
- Must possess thorough knowledge of all front office operations and individual job requirements.
- Able to effectively deal with internal and external customers, some of whom will require high level of patience, tact and diplomacy to defuse anger and collect accurate information and resolve conflicts.
- Able to manage multiple tasks at all times and have excellent organizational skills.
- General knowledge of local area attractions and transportation.
- Must be able to stand up for 4 or more hours at a time with or without reasonable accommodation.
- Able to observe and detect signs of emergency situations.
- Able to establish and maintain effective working relationships with associates and customers.
- Able to remain calm and alert, during emergency situations and/or heavy hotel activity, serving as a role model for clerks and other associates.
- Command of the English language both written and verbal.

Benefits

HEI Hotels and Resorts is committed to providing a comprehensive benefits plan that offers you choices for your physical, mental and financial wellness, creating value in your most important investment - you!

For your physical and mental wellness we offer competitive Medical, Dental and Vision Insurance programs geared to you and your family’s needs as well as Vacation/Sick/Holiday benefits. For your financial wellness HEI provides a wide array of coverage, including Supplemental, Spousal and Child Life Insurance and Short and Long-Term Disability. In addition, our 401(k) Savings Plan with matching funds, and discounts through our ‘YouDecide’ and Hotel Room Discount programs provide additional incentives for choosing HEI as the employer of your future.

HEI Hotels & Resorts is an equal opportunity employer. We evaluate qualified applicants without regard to race, color, religion, sex, national origin, disability, veteran status, and other legally protected characteristics.
## Job Description

**Position:** Assistant Outlets Manager  
**Date:** 7/27/14  
**Reports to:** Director of Food and Beverage

### JOB SUMMARY

Manage the day to day operations of the restaurant and room service for breakfast, lunch and dinner periods as directed by the Outlets Manager. Direct the day to day operations of the bar operations.

### CANDIDATE PROFILE/ JOB FUNCTIONS

#### Candidate Profile

#### Experience
- More than two years of post high school education.
- Two years of full employment in a related position with this company or other organization(s).
- Hotel experience preferred.

#### Skills and Knowledge
- Requires thorough knowledge of the restaurant/hotel practices and procedures in order to perform non-repetitive analytical work. May require knowledge of policies and procedures and the ability to determine course of action based on these guidelines.
- Supervision/management communication skills are required.
- Requires ability to investigate and analyze current activities or information and make logical conclusions and recommendations. Ability to make occasional decisions which are generally guided by established policy and procedures.
- Knowledge of hotel operations, including marketing plans, security and safety programs, personnel and labor relations, preparation of business plans, repairs, maintenance, budget forecasting, quality assurance programs, hospitality law, and long-range planning.
- Command of the English language both written and verbal.

#### Job Functions (Learning and Applying Personal Expertise)

The following are specific contributions that must be developed during the training program in order to successfully complete the program and be placed in a hotel:

- Investigate and analyze current activities or information and make logical conclusions and recommendations.
- Ability to make decisions based on established policy and procedures.
- Manage the day to day operations of the restaurant and room service for breakfast, lunch and dinner periods as directed by the Outlets Manager. Direct the day to day operations of the bar operations.
- Interview, hire, train, develop, recommend performance evaluations, resolve problems, and recommend discipline and/or termination when appropriate of staff members. Retain and motivate associates within the various outlets.
- Assist with the implementation of company programs and manage the operations of the Restaurant, Room Service and any other food and beverage outlet as required to ensure compliance with LSOPs and SOPs, safety regulations and federal, state and local regulations to ensure an optimal level of service, quality and hospitality are provided to the guest(s).
Job Description

- Forecast, implement, monitor, control and report on the various outlet budgets and their components (labor costs, food costs, beverage costs, supplies, equipment, etc...) to maximize revenue and minimize expenses while ensuring adequate supplies and staff are on hand to provide top quality customer service.

- Respond to customer trends, needs, issues, comments and problems to ensure a quality experience and enhance future sales prospects.

- Monitor and control the maintenance/sanitation of the various outlet areas and equipment to protect the assets, comply with regulations and ensure quality service.

- Comply with attendance rules and be available to work on a regular basis.

- Perform any other job related duties as assigned.

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Job Description

Position: Banquet Server
Reports to: Banquet Manager
Date: 7/24/14

JOB SUMMARY
Assist Banquet Manager in the serving of guests during banquet functions to ensure positive guest experience.

CANDIDATE PROFILE/ JOB FUNCTIONS

Candidate Profile

Experience
- Hotel experience preferred.

Skills and Knowledge
- Can communicate well with guests.
- Must be willing to "pitch-in" and help co-workers with their job duties and be a team player with or without reasonable accommodation.
- Must have basic knowledge of food and beverage preparations, service standards, guest relations and etiquette. Knowledge of the appropriate table settings and serviceware.
- Ability to comprehend and apply written product labeling instructions to enable the safe application of products and processes within the hotel.
- Ability to remember, recite and promote the variety of menu items.
- Ability to transport up to 30 lbs. through a crowded room on a continuous basis throughout the shift. Ability to operate beverage equipment, e.g., coffee maker with or without reasonable accommodation.
- Ability to stand for long periods of time with or without reasonable accommodation.
- Must have the ability to communicate in English.

Job Functions (Learning and Applying Personal Expertise)
The following are specific contributions that must be developed during the training program in order to successful complete the program and be placed in a hotel with or without reasonable accommodation:
- Set up banquet room as instructed by Supervisor to include linen, serviceware and glassware.
- Attend roll call meetings before events to learn function particulars, including guest and hotel expectations.
- Greet guests and respond to requests in a friendly and courteous manner.
- Serve the food and/or beverage in the order and to the expectation of the Supervisor to ensure consistency throughout the banquet. Promptly remove dishes as guests complete each course and/or meal at the end of the meal or function.
- Abide by all State, Federal and Corporate requirements pertaining to serving alcoholic beverages.
- Replenish beverages as necessary, and check with guests for overall satisfaction.
Job Description

- Once banquet is complete, reset banquet room according to Supervisor’s specifications to ensure the readiness of the room for the following function.

- Comply with attendance rules and be available to work on a regular basis.

- Perform any other job related duties as assigned.

HEI Hotels and Resorts is an equal opportunity employer Race/Age/Gender/Disability/Vets
**Job Description**

Position: Catering Manager

Reports to: Director of Catering

Date: 7/27/14

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**JOB SUMMARY**

Manage catering accounts to achieve guest satisfaction and to solicit past and new business to ensure all revenue goals are achieved or exceeded. Responsible for soliciting new catering sales accounts, entertaining, and maintaining relationships with existing accounts to meet and exceed revenue goals in food, beverage and room rental segments.

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**CANDIDATE PROFILE/ JOB FUNCTIONS**

**Candidate Profile**

**Experience**

- Prior experience in the field of hospitality with specific experience in catering sales is essential.
- 1+ year in catering sales required.
- Must have experience at a similar size and quality hotel.
- High School Diploma or equivalent required; Bachelor’s Degree preferred.

**Skills and Knowledge**

- Must possess computer skills, including, but not limited to, use of Microsoft Word, Excel, and Delphi.
- Advanced knowledge of sales skills, revenue management, training, and motivation of peers.
- Knowledge of hotel features, benefits, and competing hotels within the market.
- Knowledge of hotel operations, including marketing plans, security and safety programs, personnel and labor relations, preparation of business plans, repairs, maintenance, budget forecasting, quality assurance programs, hospitality law, and long-range planning.
- Ability to work effectively under time constraints and deadlines.
- Command of the English language both written and verbal, with strong communication skills.

**Job Functions (Learning and Applying Personal Expertise)**

- Solicit new and existing accounts to meet and exceed revenue goals through telephone prospecting, outside sales calls, site inspections and written communication.
- Understanding of both monthly forecasting and the annual budget process, as well as pace and productivity.
- Understanding of yield management skills and the use of historical data.
- Experience evaluating every catering business opportunity to maximize revenue and profitability while achieving customer expectations.
- Participate in the research the competition’s products, services and pricing and use it to develop strategic business plans.
- Maximize revenue by selling all facets of the hotel to previous, current and potential clients, including room rental, A/V and other revenue generation opportunities.
Job Description

- Experience selling to a variety of market segments.
- Consistently book repeat business by having a track record of long term client relationships.
- Actively participate in industry related organizations (NACE, MPI). Actively participate in community/civic activities to maintain awareness within community and to create booking opportunities.
- Knowledge of sales techniques including closing skills as well as negotiating skills.
- Comfortable with hotel site inspections and client presentations.
- Participate in trade shows and sales blitzes.
- Some experience utilizing creative skills to provide innovative set-ups, menus, and functions for groups. Ability to generate creative and innovative menus while working closely with Chef on pricing specialty menus.
- Work closely with banquet department on operations and event execution, ability to quickly evaluate alternatives and decide on a plan of action.
- Provide overall direction, coordination, and ongoing evaluation of operations of catering events sold. Detailed execution of all banquet event orders generated by the associate.
- Experience providing A/V equipment and operating A/V as a profit center.
- Effective use and teaching of computers, specifically Delphi, Word and Excel.
- Knowledge of market trends, competition and key hotel customers.
- Ability to work with outside vendors to ensure client satisfaction for all events/groups.
- Comply with attendance rules and be available to work on a regular basis.
- Perform any other job related duties as assigned.

Benefits

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Job Description

Position: Cocktail Server

Reports to: Outlet Manager

Date: 7/24/14

Serve guests in a hospitable manner to ensure positive guest experience.

Job Description

- Hospitably greet, prepare and serve drinks to guests according to HEI Hotels and Resorts beverage service standards.
- Abide by all State, Federal and Corporate requirements pertaining to serving alcoholic beverages.
- Prepare station for readiness prior to opening and closing of each shift.
- Follow all cash handling and bank operating procedures as outlined by HEI Hotels and Resorts.
- Perform all side work duties according to side work schedules.
- Comply with attendance rules and be available to work on a regular basis.
- Perform any other job related duties as assigned.

Experience, Skills and Knowledge

- Hotel experience preferred.
- Ability to establish and maintain effective working relationships with associates, customers and patrons.
- Ability to use point of service computer.
- Full knowledge of state liquor laws.
- Ability to transport large trays weighing up to 30lbs. through a crowded room on a continuous basis throughout shift with or without reasonable accommodation.
- Must have the ability to communicate in English.

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Job Description

Position: Cook
Reports to: Executive Chef
Date: 7/24/14

Prepare food of consistent quality and assist in kitchen functions.

Job Description

- Prepare food of consistent quality following recipe cards and production and portion standards, per check from servers.
- Start food items that are prepared ahead of time, making sure not to over prepare estimated needs.
- Date all food containers and rotate as per HEI Hotels and Resorts standards, making sure that all perishables are kept at proper temperatures.
- Check pars for shift use, determine necessary preparation, freezer pull and line set up. Note any out-of-stock items or possible shortages. Assist in keeping buffet stocked.
- Return all food items not used on next shift to designated storage areas, being sure to cover/date all perishables.
- Assist in setting up plans and actions to correct any food cost problems, control food waste, loss and usage per HEI Hotels and Resorts standards.
- Operate, maintain and properly clean deep fryer, broiler, stove, steamer, food processor, mixer, slicer, oven steam table, tilt kettle, waffle iron and flat top grill.
- Comply with attendance rules and be available to work on a regular basis.
- Perform any other job related duties as assigned.

Experience, Skills and Knowledge

- Hotel experience preferred.
- Finger/hand dexterity in order to operate food machinery with or without reasonable accommodation.
- Ability to grasp, lift and/or carry, or otherwise, move goods weighing a maximum of 100 lbs. on a continuous schedule with or without reasonable accommodation.
- Must have the ability to communicate in English.

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Job Description

Position: Doorperson
Reports to: Front Office Manager
Date: 7/24/14

JOB SUMMARY

The doorperson is the critical first impression of the hotel, and therefore is empowered to create memorable guest experiences.

CANDIDATE PROFILE / JOB FUNCTIONS

Candidate Profile

Experience
- High school diploma or equivalent required.
- Hotel experience preferred.

Skills and Knowledge
- Must maintain a professional appearance and manner at all times and communicate well with guests.
- Knowledge of the hotel and the city.
- Ability to grasp, lift and/or carry or otherwise move packages, boxes and luggage with sufficient manual dexterity in both hands to be able to load and unload luggage up to 75 lbs. with or without reasonable accommodation.
- Must have the ability to communicate in English.

Job Functions (Learning and Applying Personal Expertise)

The following are specific contributions that must be developed during the training program in order to successfully complete the program and be placed in a hotel with or without reasonable accommodation:

- Open vehicle and hotel doors and greet arriving and departing guests.
- Hail taxis as needed.
- Respond to guest questions and answer information on local attractions, events and daily activities in the hotel.
- Be aware of V.I.P. and repeat guests and greet them by name.
- Sweep and mop the floor and outside door area to maintain an organized and clean appearance at the hotel front door daily.
- Maintain knowledge of all Emergency Procedures, including guest related responsibilities and evacuation procedures. Assist in the event of an emergency.
- Perform check-in and check-out calls, involving luggage handling and the escorting of guests from the front door to the front desk, or vice versa, on a frequent basis.
- Comply with attendance rules and be available to work on a regular basis.
- Perform any other job related duties as assigned.

HEI Hotels and Resorts is an equal opportunity employer Race/Age/Gender/Disability/Vets
Job Description

<table>
<thead>
<tr>
<th>Position:</th>
<th>Front Desk Supervisor</th>
<th>Date:</th>
<th>7/24/14</th>
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<tr>
<td>Reports to:</td>
<td>Front Office Manager</td>
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</table>

**JOB SUMMARY**

Assist the Front Office Manager in managing the Front Office operations to achieve customer satisfaction, quality service and compliance with corporate/franchise policies and procedures while meeting/exceeding financial goals. Ensure that the arrival, departure, and any other guest contact experience are conducted in an efficient and friendly manner.

**CANDIDATE PROFILE/ JOB FUNCTIONS**

**Candidate Profile**

**Experience**
- High school diploma required, college degree preferred.
- One year experience in customer service in hospitality or similar industry.

**Skills and Knowledge**
- Ability to effectively deal with internal and external customers, some of whom will require high levels of patience, tact and diplomacy to defuse anger and collect accurate information and resolve conflicts.
- Basic mathematical skills and considerable skill in the use of a calculator to prepare moderately complex mathematical calculations without error.
- Ability to access and accurately input information using a moderately complex computer system.
- Ability to stand, walk and continuously perform behind the front desk. Ability to observe and detect signs of emergency situations with or without reasonable accommodation.
- Ability to communicate verbally and in writing and prepare complex reports of room availability and revenues generated.
- Ability to establish and maintain effective working relationships with associates, customers and patrons.
- Command of the English language both written and verbal.

**Job Functions (Learning and Applying Personal Expertise)**

The following are specific contributions that must be developed during the training program in order to successful complete the program and be placed in a hotel with or without reasonable accommodation:

- Communicate effectively both verbally and in writing to provide clear direction to staff. Assign and instruct guest service agents in details of work. Observes performance and encourages improvement.
- Greet guests immediately with a friendly and sincere welcome. Use a positive and clear speaking voice, listen to and understand requests, respond with appropriate actions and provide accurate information such as outlet hours and local attractions.
- Promptly complete the registration process by inputting and retrieving information from a computer system, confirming pertinent information including number of guests and room rate. Promote HEI Hotels and Resorts and brand-specific marketing programs. Make appropriate selection of rooms based on guest needs. Code electronic keys. Nonverbally confirm the room number and rate. Provide welcome folders containing room keys, certificates, coupons and refreshment center keys as appropriate. Close out guest accounts at time of check out.
Job Description

- Verify and imprint credit cards for authorization using electronic acceptance methods. Handle cash, make change and balance an assigned house bank. Accept and record vouchers, traveler’s checks and other forms of payment. Perform accurate moderately complex arithmetic functions using a calculator. Post charges to guest rooms and house accounts using the computer.

- Promptly answer the telephone using positive and clear voice. Input messages into the computer. Retrieve messages and communicate the content to the guest. Retrieve mail, small packages and facsimiles for customers as requested.

- Remain calm and alert, especially during emergency situations and/or heavy hotel activity, serving as a role model for clerks and other associates. Resolve customer complications and complaints by conducting thorough research of the situation and determining the most effective solutions. Make decisions and take action based on previous experience and good judgment, sometimes revising approach to accommodate unusual situation. Authorize revenue allowances to remedy problems only after other alternative solutions have been offered.

- Communicate both verbally and in writing to provide clear direction to staff.

- Comply with attendance rules and be available to work on a regular basis.

- Perform any other job related duties as assigned.

HEI Hotels and Resorts is an equal opportunity employer Race/Age/Gender/Disability/Vets
Job Description

Position: Front Office Agent

Reports to: Front Office Manager

Date: 7/24/14

JOB SUMMARY
Assist guests with arrival and departure from hotel, while providing positive guests experiences.

CANDIDATE PROFILE/ JOB FUNCTIONS

Candidate Profile

Experience
- High school diploma or equivalent required, and college degree preferred.
- Hotel experience preferred.

Skills and Knowledge
- Considerable skill in the use of a calculator to prepare moderately complex mathematical calculations without error.
- Ability to effectively deal with internal and external customers, some of whom will require high levels of patience, tact and diplomacy to defuse anger, collect accurate information and resolve conflicts.
- Ability to stand and move throughout front office and continuously perform essential job functions with or without reasonable accommodation.
- Ability to access and accurately input information using a moderately complex computer system.
- Ability to observe and detect signs of emergency situations.
- Ability to establish and maintain effective working relationships with associates, customers and patrons.
- Command of the English language both written and verbal.

Job Functions (Learning and Applying Personal Expertise)
The following are specific contributions that must be developed during the training program in order to successfully complete the program and be placed in a hotel with or without reasonable accommodation:

- Greet customers immediately with a friendly and sincere welcome. Use a positive and clear speaking voice, listen to and understand requests, respond with appropriate action and provide accurate information such as outlet hours and local attractions.
- Complete the registration process by inputting and retrieving information from a computer system, confirming pertinent information including number of guests and room rate. Promote HEI Hotels and Resorts and brand marketing programs. Make appropriate selection of rooms based on guest needs. Code electronic keys. Non-verbally confirm the room number and rate. Provide welcome folders containing room keys, certificates, coupons and refreshment center keys as appropriate.
- Verify and imprint credit cards for authorization using electronic acceptance methods. Handle cash, make change and balance an assigned house bank. Accept and record vouchers, traveler’s checks, and other forms of payment. Convert foreign currency at current posted rates. Post charges to guest rooms and house accounts using the computer.
- Promptly answer the telephone using positive and clear communication. Input messages into the computer. Retrieve messages and communicate the content to the guest. Retrieve mail, small packages and facsimiles for customers as requested.
Job Description

- Close guest accounts at time of check out and ascertain satisfaction. In the event of dissatisfaction, negotiate compromise, which may include authorizing revenue allowances.

- Field guest complaints, conducting thorough research to develop the most effective solutions and negotiate results. Listen and extend assistance in order to resolve problems such as price conflicts, insufficient heating or air conditioning, etc.

- Remain calm and alert especially during emergency situations and heavy hotel activity. Plan and implement detailed steps by using experienced judgment and discretion.

- Comply with attendance rules and be available to work on a regular basis.

- Perform any other job related duties as assigned.

HEI Hotels and Resorts is an equal opportunity employer Race/Age/Gender/Disability/Vets
Job Description

Position: Kitchen Supervisor          Date: 7/28/14

Reports to: Executive Chef

Assist with the planning and managing of the kitchen as appropriate in order to achieve customer satisfaction, quality service, compliance with corporate/franchise policies and procedures and federal, state and local regulations while meeting/exceeding financial goals.

Job Description

- Supervise the production, preparation and presentation of all foods for the hotel as assigned by the Executive Chef to ensure that a quality, consistent product is produced which conforms to all HEI/Franchise standards.

- Supervise Human Resources in the production and preparation areas of the kitchen in order to attract, retain and motivate the associates while providing a safe work environment; interview, schedule, train, develop, empower, coach and counsel, resolve problems, provide open communication, recommend and conduct performance and salary reviews, recommend discipline, as appropriate.

- Monitor and control the maintenance/sanitation of the kitchen and equipment to ensure a healthy, safe work environment which meets/exceeds federal, state, corporate and franchise standards and regulations.

- Monitor and control all labor and food costs through scheduling, training and supervising the production of the food to ensure budgets are met/exceeded while quality is maintained/improved.

- Assist in the creation and planning of menus and daily specials; implement the necessary production changes to attract new business and ensure current guest satisfaction.

- Comply with attendance rules and be available to work on a regular basis.

- Perform any other job related duties as assigned.

Experience, Skills and Knowledge

- Minimum one year of post high school education, preferably at Culinary Institution.

- Three to four years of employment in a related position.

- Hotel experience preferred.

- Requires advanced knowledge of the principles and practices within the food profession. This includes experiential knowledge required for management of people and/or complex problems and food and beverage management.

- Knowledge of hotel operations, including marketing plans, security and safety programs, personnel and labor relations, preparation of business plans, repairs, maintenance, budget forecasting, quality assurance programs, hospitality law, and long-range planning.

- Ability to work effectively under time constraints and deadlines.

- Must have the ability to communicate in English.
Benefits

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### OPEN POSITIONS

**May 28, 2019**

#### FOOD & BEVERAGE
- Banquet Server: On-Call
- Food Busser: F/T
- Cocktail Server PM: F/T
- Prep Cook: F/T
- Line Cook: F/T
- Steward/Dishwasher: F/T
- Kitchen Supervisor: F/T
- Receiving Clerk: F/T
- Assistant Restaurant Manager: Mgmt

#### Rooms
- Front Desk Agent: F/T
- PBX Operator: F/T
- Bellman/Luggage Attendant: F/T
- Assistant Front Office Manager: Mgmt
- Front Office Supervisor: F/T
- House Attendant: F/T
- Room Attendant: F/T
- Housekeeping Room Inspector: F/T
- Public Area Attendant: F/T & P/T
- Laundry Attendant: F/T

#### Other
- Overnight Security Officer: F/T
- Catering Manager: Mgmt

Visit the following website to apply: [www.heihotels.com/join-us](http://www.heihotels.com/join-us)

All applications are reviewed by the Human Resources Department. Applications will be kept on file for one year. Current employees of the hotel who are interested in any of the above listed positions should contact their department manager or Human Resources.

EOE
Job Description

Position: Receiving Agent
Reports to: Executive Chef
Date: 7/24/14

Assist the Hotel Departments and guests in their shipping and receiving needs. Responsible for the receipt, verification and processing of all goods received by the hotel.

Job Description

The following are specific contributions that must be developed during the training program in order to successfully complete the program and be placed in a hotel with or without reasonable accommodation:

- Communicate with Director of Operations, Executive Chef and Sous Chefs and receive all Food and Beverage products according to hotel needs and specifications.
- Monitor the grades and quality of products received to ensure that they meet the hotel's established standards.
- Participate in monthly departmental meetings in Food and Beverage.
- Comply with attendance rules and be available to work on a regular basis.
- Perform any other job related duties as assigned.

Experience, Skills and Knowledge

- One to two years of shipping and/or receiving experience preferred.
- High school diploma or equivalent required.
- Basic mathematical and computer skills needed to order hotel's required items.
- Understanding of how to track deliveries and outgoing items.
- Must be able to stand and exert well-paced mobility for up to 5 hours and the ability to reach other department of the hotel on a timely basis with or without reasonable accommodations.
- Must have the ability to bend, stoop, squat, and stretch and push and pull equipment weighting up to 250 lbs. on a regular and continuing basis with or without reasonable accommodations.
- Must have the ability to communicate in English.

Benefits

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HEI Hotels & Resorts is an equal opportunity employer. We evaluate qualified applicants without regard to race, color, religion, sex, national origin, disability, veteran status, and other legally protected characteristics.
Job Description

Position: Security Guard                  Date: 7/24/14
Reports to: Front Office Manager

JOB SUMMARY
Perform protective, preventative, safety and security related enforcement functions touring hotel complex to ensure the safety and well being of all hotel guests, associates and vendors. Implements and monitors all related SOP’s, Mission Vision and Values in a courteous and restrained manner in coping with emergencies, undesired conduct, disturbances and threats.

CANDIDATE PROFILE/ JOB FUNCTIONS

Candidate Profile

Skills and Knowledge
- Maintain a professional appearance and manner at all times.
- Can communicate well with guests.
- Must be willing to "pitch-in" and help co-workers with their job duties and be a team player.
- Thorough knowledge of the layout of the building, function rooms, and some knowledge of the city and surrounding areas.
- Ability to stand, walk and/or sit and continuously perform essential job functions for duration of shift with or without reasonable accommodation.
- Hearing and visual ability to observe and detect signs of emergency situations with or without reasonable accommodation.
- Ability to perform tasks requiring bending, stooping, kneeling, and walking significant distances between and within buildings on the property with or without reasonable accommodation.
- Ability to grasp, lift and/or carry or otherwise move goods weighing a maximum of 150 lbs. with or without reasonable accommodation.
- Sufficient manual dexterity in hands with or without reasonable accommodation.
- Ability to climb stairs and ladders at a rapid pace with or without reasonable accommodation.
- Ability to perform duties within extreme temperature ranges with or without reasonable accommodation.
- Must have the ability to communicate in English.

Job Functions (Learning and Applying Personal Expertise)
The following are specific contributions that must be developed during the training program in order to successfully complete the program and be placed in a hotel with or without reasonable accommodation:

- Spend majority of shift on foot patrol, walking, climbing stairs of the interior and perimeter of the hotel to observe and identify potential security and safety risks or undesirable conditions. Requires verbal communication using pager and two way radio, bending, stooping and kneeling.
- Maintain order in the hotel, dealing with the welfare of guests, and assisting with door lock problems. Coordinate expeditious response to emergency conditions such as fire, fire or safety hazards and threats to life and/or property in a calm, rational and persuasive manner.
Job Description

- Handle undesired conduct and potential violations of hotel policy as warranted for the security and safety of hotel guests, associates, patrons and property. Requires grasping, lifting and or carrying or otherwise moving persons, packages, luggage, wheelchairs and safety equipment using manual dexterity of hands.

- Watch for suspicious persons entering, exiting, or loitering around building. Conduct walk through observations of entire hotel. Promote safe work practices.

- Answer security telephone and safety hotline calls and respond in a timely manner based on priority.

- Observe the security monitors for any unusual activity and in the case of suspicious behavior report directly, via radio, to the supervisor on duty; report any alarms similarly.

- Memorize and monitor life safety system installed at property including layout of entire building, alarm pull stations, location of fire extinguisher and sprinklers.

- Comply with attendance rules and be available to work on a regular basis.

- Perform any other job related duties as assigned.

HEI Hotels and Resorts is an equal opportunity employer Race/Age/Gender/Disability/Vets
Position: Telephone Operator

Reports to: Front Office Manager

Date: 7/24/14

JOB SUMMARY

Support the Front Office in providing superior guest service by fielding all guest issues and requests received by telephone with the goal of addressing and resolving any problems in an efficient and timely manner.

CANDIDATE PROFILE / JOB FUNCTIONS

Candidate Profile

Skills and Knowledge

- Must communicate well with guests.
- Ability to effectively deal with associates and customers, some of whom will require high levels of patience, tact and diplomacy to defuse anger and collect accurate information.
- Ability to access and accurately input information using a moderately complex computer system.
- Ability to sit and continuously perform essential job functions in confined spaces in close proximity to other associates with or without reasonable accommodation.
- Command of the English language both written and verbal.

Job Functions (Learning and Applying Personal Expertise)

The following are specific contributions that must be developed during the training program in order to successful complete the program and be placed in a hotel with or without reasonable accommodation:

- Promptly answer telephone calls, greet callers with a positive and clear voice. Listen to ascertain the correct extension. Reading and using a moderately complex computer console, direct calls to appropriate line. Requires sitting in a confined space for long periods of time to continuously perform essential functions.
- Transcribe complete messages and repeat information to verify accuracy. Input and retrieve messages from the computer as requested. Read and verbally recite exact messages for guests.
- Receive wake up call information, input cautiously into the automated wake-up system and verbally confirm time to guest.
- Page guests and patrons using the public address system in a courteous and clear manner.
- Act as dispatcher for security, guest services and property operations associates. Provide timely information via paging system and two way radios to associates in response to emergencies and guest requests such as plumbing problems, airport shuttle service, etc.
- Briefly answer basic inquiries, time, extension numbers, outlet hours, etc.
- Immediately answer the emergency line, listen to details to identify nature of problem and respond appropriately in accordance with established procedures. Initiate emergency response as necessary and legibly document pertinent details.
- Remain calm and polite especially during emergency situations or heavy hotel activity. Resolve complications and complaints such as missed wake up calls or missed messages using previous experience and good judgment.
Job Description

- Comply with attendance rules and be available to work on a regular basis.
- Perform any other job related duties as assigned.

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