



Breakfast Attendant:

Responsible for: offering prompt and courteous service so the guests have an enjoyable experience. Maintain the cleanliness and guest ready appearance of outlet.

JOB RESPONSIBILITIES

- Standards of operation as required by brand.
- Prepare and consistently maintain dining area and supplies in a guest ready atmosphere.
- Knowledge of menu items and beverage choices
- Suggest and serve quality food and beverage items as per standards
- Daily hotel operations, check daily events, bulletin boards are up to date on changes, new procedures and events.
- Entire property, staff, services, hours of operation, type of room, locations, rates, discounts.
- Close out shift by cleaning and restocking supplies for next day or shift
- Work as a team member in aspects such as: cleaning, side work, food preparation and storage.
- Knowledge of area shopping, dining, entertainment and travel directions to assist guest inquires.
- Effectively communicate with guests, department heads, associates and home office support staff.
- Ensure guests are provided with the highest quality product and service.
- Solve guest issues with professionalism maintain hospitable attitude.
- Service minded, friendly professional behavior
- Multi task, remain associate and guest service centric.
- Maintain safety and security practices, have thorough knowledge of emergency procedures.
- Ensure brand standard documentation is completed as required.

QUALIFICATIONS

The Company associates have access to guestrooms and property; character traits of honesty and trustworthiness are essential to this position. Therefore, associates must pass the appropriate security clearance, per company policy.

- Experience in a food and beverage position helpful
- Must be able to speak and read English, the ability to communicate in another language may be helpful
- Must be able to push or pull 60 pounds and lift and/or carry 30 pounds.
- Must be able to stand for eight hours, bend, stretch, reach.
- Must be able to see and hear to understand and follow oral and written instructions.
- Be flexible regarding work schedule, understanding hospitality is a 24/7 industry and evenings/weekends/holidays may be required

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

Please contact Sharon OCampo at 585-248-2440 or visit www.indushg.com



Facilities Engineer

The essential function of the Facilities Engineer is to make sure all mechanical areas of the property are operating correctly while working within the preventative guidelines set forth by Indus Hospitality Group. Perform repairs and preventative maintenance work to ensure the property maintenance quality standards are achieved. Provides excellent guest service in an efficient, courteous professional manner; following the company standards of friendly hospitality while adhering to guidelines and procedures.

JOB RESPONSIBILITIES

- Follow Company procedures and policies.
- Practice Safety Standards at all times.
- Maintain facility using consistent preventative maintenance guidelines.
- Follow guidelines for training checklist of areas to be maintained.
- Ensure all maintenance equipment is in working order.
- Maintain and care for all service tool and supplies.
- Perform general minor repairs to plumbing, electrical, refrigeration, kitchen equipment and HVAC systems.
- Knowledge of the methods, practices, tools, equipment, and materials used in a variety of building and mechanical trades.
- Use and care for hand and power tools and equipment appropriate to the area assignment.
- Respond to all maintenance work orders in a timely manner.
- Follow safety and security measures. Immediately report or correct any hazardous conditions observed
- Must be able to work unsupervised and as a team member.
- Communicate effectively and professionally with staff, guests, and upper management.
- All other duties as assigned and within the realm of physical capabilities.

QUALIFICATIONS

- Working knowledge of electricity, HVAC and plumbing along with a working knowledge of preventative maintenance.
- High School diploma or equivalent.
- Must have valid drivers license
- Flexible schedule
- Must be able to push or pull 100 pounds and lift and/or carry 60 pounds.
- Must be able to stand for eight hours, bend, stretch, reach, climb ladders, crawl, kneel and be low to the ground when necessary, sometimes for extended periods of time.
- Must be able to frequently communicate and exchange accurate information effectively.
- Ability to understand and follow oral and written instructions.
- Must be comfortable with the use of computers including Microsoft suite, and property management software
- Must display professionalism, honesty and trustworthiness at all times

WORKING ENVIRONMENT

- Provide maintenance support across 50 properties within a 65mile radius
- Indoor and outdoor maintenance support

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

Please contact Sharon OCampo at 585-248-2440 or visit our website at www.indushg.com



Front Desk Agent:

Serves as the guest's liaison for both hotel and non-hotel services. Functions are an extension of guest service representative duties. Assists the guest regardless of whether inquiries concern in-hotel or off-premises attractions, facilities, services, or activities. Knows how to provide concise and accurate directions. Guest Service Representatives have access to guestrooms and property; therefore, character traits of honesty and trustworthiness are essential to this position.

QUALIFICATIONS

- Experience in service, sales, tele-sales or guest relations type of industry is helpful, not mandatory.
- Computer literate to thoroughly operate property management system.
- Must always display professionalism, honesty and trustworthiness.
- Multitask, remain associate and guest service centric.
- Must be able to speak and read English, the ability to communicate in another language may be helpful.
- Must be able to see and hear to understand and follow oral and written instructions.
- Must be able to push or pull 60 pounds and lift and/or carry 30 pounds.
- Must be able to stand for eight hours, bend, stretch, reach.
- Be flexible regarding work schedule, understanding hospitality is a 24/7 industry and evenings/weekends/holidays may be required

JOB RESPONSIBILITIES

- Knowledgeable of entire property, staff, services, hours of operation, type of rooms, locations, rates, discounts
- Communicate with guests and co-workers, receiving and transmitting mail, phone and written messages and relay pertinent information using communication logbooks.
- Understanding of Frequent Stay Program
- Reservations procedures including cancellations and "walking" guest
- Facilitate transportation from guest arrival to guest registration, working closely with shuttle drivers to assure smooth transition in guest arrival and departure
- Directions to guest rooms and hotel amenities and services.
- Promote and sell services/amenities of the hotel.
- Promote repeat business by offering to take future reservations and providing recommendations for alternate same brand products.
- Be aware of potential sales leads and contacts thorough guest interaction. Report information to the appropriate individual.
- Provides guests with information about attractions, facilities, restaurants, services, and activities in or outside the property.
- Make guest reservations for local forms of transportation, activities, restaurants, and other forms of entertainment.
- Assist with guest issues with professionalism, maintaining hospitable attitude.
- Coordinates guest requests for special services or equipment with the appropriate department.
- Report any unusual occurrences or request to the manager.
- Contact roomed guests periodically to ascertain any special needs.
- Keep housekeeping and other departments informed of any special requests, late check-outs, and special needs areas.
- Daily hotel operations, check daily events, bulletin boards and be up to date on changes, new procedures and events.
- Help maintain a clean and professional lobby, dining/breakfast area; dusting vacuuming, cleaning tables, etc.
- Always have a thorough working knowledge of emergency procedures in order to practice safety standards and be alert to hazardous conditions. Report or correct any hazardous conditions immediately.
- Maintain certification from a responsible vendor training if alcohol is served.

- Maintain stock/cleanliness in the suite shop area.
- Restock coffee and water stations.
- Check pool readings once per shift and record appropriately. Engage with maintenance if chemicals are not in balance.
- Where applicable, follow approved laundry procedures, ensure understanding of operation of washers and dryers. Assist with folding linen according to proper standards.
- Organizes special functions as directed by management.
- Arranges secretarial and other office services.
- Manager on Duty functions when necessary or as scheduled
- Check all credit cards for validity before the end of the shift.
- Learn and utilize PMS.
- Ensure all cash, check and miscellaneous departments are in balance at shifts end.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

Please contact Sharon OCampo at 585-248-2440 or visit our website at www.indushg.com



Housekeeping:

The essential function of the Housekeeper is to assist in monitoring the cleanliness of guest rooms and public areas as well as satisfying guests in terms of the friendliness and service of the Housekeeping staff. Ensure Guest Rooms and all public areas of the hotel are clean and operating correctly while working within the labor and budgetary guidelines set forth by the company, enforced and communicated by the General Manager.

JOB RESPONSIBILITIES

- Follow and manage using the Company procedures and policies.
- Comply to all brand standards
- Multi task, remain service centric
- Knowledge of entire property, staff, services, hours of operation, type of rooms, locations, rates, discounts.
- Inspection of rooms and cleanliness standards as well as minute per room as defined by the company.
- Inspect all areas of the hotel: rooms, public space, back of the house, grounds....) to ensure sanitation, brand, all health and safety standards are met.
- Thorough knowledge of materials, supplies and equipment used in the housekeeping department.
- Maintain responsibility for the necessary items to effectively operate department. This includes and not limited to: guest loaned items (roll away beds, cribs, microwaves, refrigerators, etc.)
- Ensure all equipment is in working order: vacuums, laundry equipment, carts, etc.
- Vacuums should be emptied, and filters maintained daily
- Coordinate with the Maintenance Department to ensure maintenance request are initiated in a timely basis and the property is maintained in a like-new condition.
- Establish and maintain effective working relationships with associates and department heads.
- Effectively communicate with guests and co-workers via various methods to include: messages and communication log books.
- Assistance in supervising and managing staff techniques.
- Assist with scheduling and working within the designated Labor Model.
- Assist in coordinating the activities of the Housekeeping Team. This is accomplished through daily shift meetings, monthly department meetings. Maintain agendas and sign in sheets.
- Must be organized to maintain logs, bibles, checklist, inventories as scheduled.
- Will be asked to develop management skills: will assist with interviewing, training, coaching, motivating, counseling, discipline, and termination employment. Final decisions in these areas made by General Manager.
- Assist with inputting payroll, approving payroll, and maintain weekly reports.
- May assist with monthly inventories, proper ordering, receiving and maintenance of supplies, assist with logging and processing invoices for payment, including coding, filing, and inputting with oversight and final approval by the General Manager.
- Many tools are available for training: new hire, ongoing, brand, vendors...it is your responsibility to present these resources to all staff for continuous education.
- Assist guest with issues, being professional and maintaining hospitable caring attitude.
- Safety and Security: Key control is required for guests and associates. Keys are to be accounted for and secured on a constant basis.
- Guest privacy is an utmost concern.

Qualifications

- Guest Service associates have access to guestrooms and property, character traits of honesty and trustworthiness are essential to this position.
- Experience in similar capacities: lodging, housing, hospitals, care facilities, supervision of staff, and ability to do basic

- math, are helpful but not mandatory.
- Basic computer experience to pull reports and check house inventory.
 - Must be able to push or pull 60 pounds and lift and/or carry 30 pounds.
 - Must be able to stand for eight hours, bend, stretch, reach, crawl, kneel.
 - Must be able to see and hear to understand and follow oral and written instructions.
 - Must be able to speak and read English, the ability to communicate in another language may be helpful.
 - At times will have to work night shifts and weekends

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

Please contact Sharon OCampo at 585-248-2440 or visit www.indushg.com