



WINDSOR COURT HOTEL

## JOB POSTING

1/31/19

### MANAGEMENT POSITIONS

#### **Director of Banquets (1)**

**Position Overview:** Responsible for overall management of The Banquets department. Organize and supervise the setup and service of all private dining events, on and off the premises. Follow Banquet orders provided by the Catering and Conference Services department. Work with Purchasing and Stewarding departments to order all necessary equipment, wines, specialty items, cooks and carvers for each function. Conduct and attend meetings as necessary.

**Position Requirements:** A minimum of 2 years' experience as Banquet Manager or Food & Beverage Manager. Must have excellent customer service skills and excellent written and verbal communication skills. The ability to speak effectively before groups. The ability to work a flexible schedule is required. Ensures overall guest satisfaction. The ability to work a flexible schedule is required. Possesses strong leadership and motivational skills. Possesses strong knowledge of beverage cost control procedures, wines, spirits and cordials. Possesses strong food knowledge in various cuisines and fine dining food service styles. Computer literate with high proficiency in POS, inventory control and spreadsheet applications and word processing. Possesses strong training skills. College degree, hospitality degree preferred.

#### **Assistant Front Desk Manager (1)**

**Position Overview:** Fulfill all supervisory duties of the Front Desk and assume managerial responsibility in the absence of the Front Desk Supervisor. Ensure that all Front Desk personnel fulfill their job functions appropriately. Ensure that all Guest Services personnel fulfill their job functions appropriately. Address and resolve all customer problems in an efficient and effective manner. Carry out all special guest requests. Ensure good public relations through Front Desk Operations. Daily track and log all incentive programs and determine daily up-sell strategy. Maximize sales through aggressive up selling and reevaluating the pricing structures to obtain the highest possible average rate.

**Position Requirements:** Minimum of 2 years of experience as a Front Desk Manager or Assistant Front Desk Manager. Ability to work a flexible schedule. Excellent customer service skills. Excellent written and verbal communication skills. Excellent deductive and reasoning skills. Good cash handling skills. Must be computer literate. Must be proficient with Property Management System applications, such as HMS.

#### **Asst. Director of Housekeeping (1)**

**Position Overview:** Fulfill all supervisory duties of the Housekeeping Department and assume managerial responsibility in the absence of the Director of Housekeeping. Ensure that all Housekeeping personnel are fulfilling their job functions appropriately. Address and resolve all customer and associate problems in an efficient and effective manner. Ensure that all lobbies, guest corridors, service areas, linen closets, restrooms and storage areas are in clean and tidy condition at all times.

**Position Requirements:** Minimum of 4 years of housekeeping experience at a supervisory level. Ability to work a flexible schedule. Excellent customer service, written and verbal communication skills. Excellent mathematical skills. Strong organizational skills. Must be computer literate. High School Diploma or equivalent

#### **Bar and Lounge Manager (1)**

**Position Overview:** Primarily responsible for the leadership of public dining outlets with emphasis on the Polo Club Lounge, Club Lounge and Waterman Poolside Bar. Ensures overall satisfaction of Windsor Court Hotel's three customers: guests, fellow associates, and owners. Manage all aspects of the bar and lounge experience. This will include but is not limited to hiring and staff training, maintaining par levels of all necessary equipment and supplies, monitoring and staying relevant with industry trends, and supporting line level associates in the day-to-day execution of their duties. Support other F&B Outlets when needed.

**Position Requirements:** Minimum of three years' supervisory experience in a full service four- or-five-star restaurant preferred. Possesses strong leadership and motivational skills. Ability to work in a fast-paced environment & work flexible schedule. Possesses strong knowledge of beverage cost control procedures, wines and spirits. Possesses food knowledge in various cuisines and fine dining food service styles. Computer literary. Possesses strong training skills. College degree preferred but not required.

#### **NOTICE**

It is the policy of Windsor Court Hotel to employ the most qualified individuals. Promotion from within will be given priority whenever possible thus providing for growth, advancement, and increased responsibility for the Windsor Hotel employees.

#### **EQUAL OPPORTUNITY EMPLOYER**

Windsor Court hotel is an equal opportunity employer and a drug free workplace and does not discriminate against associates or job applicants on the basis of race, religion, color, sex, age, gender, national origin, disability, veteran status, or any other condition protected by applicable state and federal laws, except where a bona fide occupational qualification applies.

#### **EMPLOYMENT AT-WILL**

Windsor Court Hotel associates are employed at will. In other words, if employed, you are employed for an indefinite period and are subject to termination at any time, for any reason, with or without cause or notice. You may, therefore, terminate your employment at any time for any reason. The at-will nature of employment will not be altered by any oral or written presentation, or any representations during the pre-hire interviews, discussions, or recruiting materials. The hotel operates 24 hours a day, 7 days a week and 365 days a year therefore to support team members and to exceed our guest's expectations the hotel requires good attendance, impeccable grooming standards, energetic and positive attitudes. Most positions require individuals who can work varied hours, shifts, including holidays and weekends.

#### **E VERIFY**

The Windsor Court Hotel participates in E-Verify.

#### **FOR MORE INFORMATION**

If there are questions regarding positions listed, the application process, salary and/or job requirement specifics, please direct them to Human Resources.

**300 Gravier St, New Orleans, LA 70130; Phone 504 962 4925; Fax 504 596 4722; Job Line 504 596 4657;**

**[humanresources@windsorcourthotel.com](mailto:humanresources@windsorcourthotel.com)**

**To apply on-line go to [www.windsorcourthotel.com/careers](http://www.windsorcourthotel.com/careers)**