



WINDSOR COURT HOTEL

JOB POSTING

2/04/2019

(Note: All positions are full-time positions unless otherwise indicated)

HOURLY POSITIONS

Server AM (1) PM PT (1)

Position Overview: Deliver exceptional service to guests by assisting them with their food orders. Maintain complete knowledge of service standards and provide required level of service. Increase revenues by upselling menu items in The Grill Room.

Position Requirements: Must be very energetic, motivated and possess a positive presence. Must be able to obtain TIPS certification. Ability to focus attention to details. Ability to carry up to 60 pounds. Must have 2 years of experience in fine dining. Must have a passion for F&B.

Server Assistant (1)

Position Overview: Ensure all food, condiments, and other Grill Room products are thoroughly prepared and stocked. Selected candidates will pick up clean linens and dispose of dirty laundry daily.

Position Requirements: Qualified candidates must have 1-year customer service experience and ability to work in a high-volume environment.

Banquet Server On-Call (1)

Position Overview: Deliver exceptional service to guests by assisting them with their food orders. Provide outstanding service to guests at private dining functions, both on and off the premises. Address and resolve all customer problems in an efficient and effective manner. Prepare server station according to Windsor Court Hotel's specifications prior to event. Set station according to Windsor Court Hotel's specifications prior to event. Serve guests efficiently and with fine dining etiquette. Clear used dishes as necessary.

Position Requirements: Must be very energetic, motivated and possess a positive presence. Ability to focus attention to details. Ability to carry up to 60 pounds. Previous experience in fine dining preferred.

Banquet House Person On-Call (1)

Position Overview: Clean Banquet areas according to the quality standards of the Windsor Court Hotel. Make deliveries as necessary. Address and resolve all customer problems in an efficient and effective manner. Provide Banquet personnel with necessary supplies. Collect and dispose of trash as necessary.

Position Requirements: Minimum of 1 year of customer service experience. Ability to work a flexible schedule. Excellent customer service skills. Must be able to lift/move 60 pounds and push/pull 100.

Host/Hostess (1)

Position Overview: Ensure a positive first and last impression by maintaining a professional, pleasant and helpful attitude while greeting guests, escorting them to their table and fulfilling their needs. The selected candidate will take reservations; understand the tea menu, tea service, and cocktail service in detail.

Position Requirements: 1 year of customer service experience required and ability to work in a high volume environment. Ability to work a flexible schedule. Excellent customer service skills. Excellent written and verbal communication skills. Strong organizational skills. Ability to work multiple phone lines. Ability to operate POS system.

Suite Service Busser/Runner (1)

Position Overview: Set up and clear all guest suites of Room Service dishes and tables. Address and resolve all customer problems in an efficient and effective manner. Stock service stations appropriately. Prepare retrieved tables for resetting. Ensure that all necessary Room Service supplies and equipment are properly stocked at all times. Assist Servers as necessary. Maintain tidiness of all Room Service areas.

Position Requirements: Previous experience in a hotel setting preferred. Ability to work in a fast paced environment and on a flexible schedule. Qualified candidates must have 1 year customer service experience and ability to work in a high volume Environment.

Line Cook (1)

Position Overview: Prepare food according to the quality standards of the Windsor Court Hotel. Address and resolve all customer problems in an efficient and effective manner. Maintain Cook's station. Maintain kitchen inventory.

Position Requirements: Minimum of 1 year of cooking experience in a fine dining restaurant. Ability to work a flexible schedule. Ability to work in a fast-paced environment. Excellent customer service, written and verbal communication skills. Ability to focus attention to details. Ability to carry up to 50 pounds.

Lobby Attendant (1)

Position Overview: Clean and supply all public areas and bathrooms according to the quality standards of the Windsor Court Hotel. Address and resolve all customer problems in an efficient and effective manner. Regularly check and clean public areas, including but not limited to the hotel entrance, stairwells, offices, kitchen and bathrooms. Report any deficiencies to the appropriate manager.

Position Requirements: Previous housekeeping experience helpful. Position requires standing and walking for entire shift. Must be able to lift 25-50 lbs. Extensive standing, stooping, and bending involved. Able to focus on details and possess a positive presence and service skills.

Turndown Attendant PT (1)

Position Overview: To exceed our guest's expectations by maintaining the highest standard of cleanliness of the guest rooms.

Position Requirements: Previous housekeeping experience helpful. Position requires standing and walking for entire shift. Must be able to lift 25-50 lbs. Extensive standing, stooping, and bending involved. Able to focus on details and possess a positive presence and service skills.

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

To apply on-line go to www.windsorcourthotel.com/careers



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Overnight Security Officer PT (1)

Position Overview: Provide protection for hotel guests, employees and property. Responsible for providing guests with a sense of comfort and well being by maintaining a level of visibility.

Position Requirements: A minimum of 2 years' experience in hotel industry preferred. Law enforcement experience is a plus. Excellent communication skills required. A flexible schedule is required.

2nd Class Shift Engineer (1)

Position Overview: Respond to all repair calls from guests and other departments with priority procedure. Repair and maintain all utilities in an efficient and effective manner. Address and resolve all customer problems in an efficient and effective manner. Inspect all equipment, including but not limited to water heaters, boilers and pumps, and log all readings. Any other assigned tasks or duties as necessary.

Position Requirements: Minimum of 2 years of engineering experience required. Experience in a hotel setting preferred. Licensed 2nd Class. Ability to work flexible hours. Excellent customer service, written and verbal communication skills. Strong organizational skills. Knowledge in HVAC, refrigeration, electrical, and plumbing preferred. Must be mechanically inclined and able to work unsupervised.

Housekeeping Office Coordinator (1)

Position Overview: Organize and control the efficient operation of the Housekeeping office. Address and resolve all customer problems in an efficient and effective manner. Distribute daily assignments and tasks to Housekeeping personnel. Prepare Quality Control Coordinator worksheets. Receive and log requests; Follow up on all requests to ensure satisfaction. Monitor the status of all Housekeeping tasks and ensure that turn over occurs in a timely manner. Responsible for the achievement of departmental objectives and goals.

Position Requirements: Minimum of 2 years of administrative experience. Ability to work a flexible schedule. Excellent customer service skills. Excellent written and verbal communication skills. Strong organizational skills. Must be computer literate.

Reservations Sales Agent (1)

Position Overview: Responsible for handling reservations in a friendly and efficient manner, and quoting available rates to maximize room revenue and average rate according to luxury standards. Handle upwards of 75+ incoming calls per day. Pursue sales opportunities and capture business leads to sustain the inbound sales program. Attend to all inquiries with a dedication to customer service excellence; present the strongest image of pride in property values and products. Demonstrate a solid understanding of our customers, our products our competitors and our industry.

Position Requirements: Minimum two year experience in inbound telesales or customer service operation. Hospitality and/ or hotel operations experience a benefit. Ability to work a flexible schedule. Excellent customer service, written and verbal communication skills. Strong organizational skills. Must be computer literate. Proficiency with Property Management System applications and Phone Management software is preferred. Must work well in stressful, high pressure situations.

Room Attendant (1)

Position Overview: To exceed our guest's expectations by maintaining the highest standard of cleanliness of the guest rooms.

Position Requirements: Previous housekeeping experience helpful. Position requires standing and walking for entire shift. Must be able to lift 25-50 lbs. Extensive standing, stooping, and bending involved. Able to focus on details and possess a positive presence and service skills.

Laundry Attendant (1)

Position Overview: Iron and fold all uniforms & laundry items. Sort soiled linen. Shake and prepare linens for processing through feeder. Operate iron in a safe and efficient manner. Ensure all items exit Laundry according to the quality standards of the Windsor Court Hotel. Maintain cleanliness of all laundry equipment and in all Laundry areas.

Position Requirements: High School Diploma or equivalent. Previous experience preferred. Ability to work a flexible schedule. Excellent customer service, written and verbal communication skills. Strong organizational skills. Must be able to lift and/or move 50 lbs.

Nail Technician PT (1)

Position Overview: Provide outstanding service to all guests of the Spa and the hotel. Provide professional nail care services according to guest requirements and preferences while following high standards. Have an understanding and knowledge of current nail styles and techniques.

Position Requirements: Excellent customer services and communications skills enjoy working in a team environment Ability to work a flexible schedule. Must be able to lift and/or move 20 pounds. Certification and licenses in the state required.

Massage Therapist PT (1)

Position Overview: Greet guests and describe available treatments to meet their needs and requirements. Perform duties accurately, and in a timely manner in accordance with treatment protocols. Conduct professional consultation with clients about their medical history and any current physical pain/stress in order to determine which treatment will be appropriate. Provide professional massage in accordance with guest's requirements and preferences, while still following protocols and adhering to hotel and spa standards.

Position Requirements: Excellent customer services and communications skills. Enjoy working in a team environment. Ability to work a flexible schedule. Must be able to lift and/or move 50 pounds. Current certification and license in the state of Louisiana is a must.

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