



WINDSOR COURT HOTEL

## JOB POSTING

3/1/2019

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

### HOURLY POSITIONS

#### **Front Desk Supervisor (1)**

**Position Overview:** To exceed our guest's expectations and ensure revenue optimization through check in, check out. Maintain an attentive coordination of hotel services for our guests. Verify and balance registers. Complete room budget and previous year daily revenue. Clear all registers and terminals in anticipation of next day's business. Submit and distribute reports as necessary. Ensure all procedures are performed to hotels' standards.

**Position Requirements:** Minimum of 2 years of progressive experience in a hotel or related field. Rooms experience at a supervisory level in a luxury environment preferred. Ability to work overnight, essentially from Sunday to Thursday. Have a positive presence with excellent customer service, written and verbal communication skills. Excellent mathematical skills. Strong organizational skills. Must be computer literate. High School Diploma or equivalent. Experience with PMS a plus. Cash handling experience a must.

#### **Pool Bar Server/Runner (1)**

**Position Overview:** Provide outstanding service to guests of the Pool Bar. Ensure a positive first and last impression by maintaining a professional, pleasant and helpful attitude while fulfilling guests' needs. Take and fulfill guest beverage and food requests in a timely and accurate manner. Address and resolve all customer problems in an efficient and effective manner. Responsible for maintaining high product knowledge. Run food as necessary. Maintain cleanliness of all Pool area.

**Position Requirements:** Minimum of 1 year of customer service experience required. Cocktail Server experience preferred. Ability to work a flexible schedule. Need to be able to get TIPS certification and CPR certification. Excellent customer service, written and verbal communication skills.

#### **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.

#### **Suite Service Server (1)**

**Position Overview:** Responsible for providing restaurant service to guest rooms in a timely and efficient manner. Responsible for maintaining high product knowledge. Assist Bus persons and Order Takers as necessary. Maintain the tidiness of all Room Service areas.

**Position Requirements:** Must be courteous and customer service oriented. Food & Beverage experience required. Ability to work in a fast-paced environment. Ability to work a flexible schedule.

#### **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.

#### **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.

#### **Tea Server On-Call (1)**

**Position Overview:** Provide outstanding tea service to guests. Ensure a positive first and last impression by maintaining a professional, pleasant and helpful attitude while fulfilling guests' needs. Address and resolve all customer problems in an efficient and effective manner. Responsible for maintaining high product knowledge. Seat guests and take reservations as necessary. Ability to participate in relief duty (to perform job functions of other Le Salon employees such as Cocktail Servers, Bussers, Host/Hostesses, etc.) Maintain cleanliness of all Le Salon areas. Any other assigned tasks or duties as required.

**Position Requirements:** Minimum of 1 year of serving experience. Ability to work in a high volume environment. Ability to work a flexible schedule. Must have Responsible Vendor Program Permit or be able to obtain. Excellent customer service skills. Excellent written and verbal communication skills. Strong organizational skills. Strong cash handling 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](mailto:humanresources@windsorcourthotel.com)

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



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### **HOURLY POSITIONS**

#### **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.

#### **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.

#### **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.

#### **Maintenance Technician PT (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. Follow up on any unfinished work requests from previous shifts. Assist in setting up décor for special functions. Log all activities in appropriate logbooks. Assist Security department in case of emergency. Any other assigned tasks or duties as necessary.

**Position Requirements:** Minimum of 1 year of maintenance experience required. Experience in a hotel setting preferred. Ability to work Flexible hours. Excellent customer service, written and verbal communication skills. Strong organizational skills.

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