



WINDSOR COURT HOTEL

## JOB POSTING

6/5/2019

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

### HOURLY POSITIONS

#### **Temporary Laundry Supervisor (1)**

**Position Overview:** Responsible for the operation and maintenance of all laundry equipment and serves as the department's mechanical maintenance subject matter expert. Ensure all associates properly wash all soiled linens, towels, napkins and tablecloths along with folding and ironing, and keeping an accurate inventory of all linen and chemicals monthly. Supervisor will be responsible for training, product knowledge and education to other staff members; he/she needs to maintain at all times a safe work environment and make sure the laundry equipment is use property to prevent bad usage.

**Position Requirements:** High School Diploma or equivalent. At least 1 year of progressive experience in a hotel or a related field required. 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. Ability to stand during entire shift. Previous supervisory responsibility preferred.

#### **Employee Cafeteria 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. Excellent Customer service, written and verbal communication skills.

#### **Cocktail Server (1)**

**Position Overview:** Provide outstanding service to guests of the Polo Lounge. Ensure a positive first and last impression by maintaining a professional, pleasant and helpful attitude while fulfilling guests' needs. Take and fulfill guest beverage 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. Bus tables as necessary. Maintain cleanliness of all Polo Lounge areas.

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

#### **Server AM (1) PM (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 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.

#### **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.

#### **Minibar Attendant (1)**

**Position Overview:** Provide outstanding service to all hotel guests. Address and resolve all customer problems in an efficient and effective manner. Stock all Mini Bars daily and as necessary. Maintain accurate records of all Mini Bar products. Fulfill any guest requests for Mini Bar products. Perform side work before and after shift and as necessary. Run End of Day reports. Complete requisitions for products as necessary. Maintain tidiness of all Mini Bar and Room Service areas.

**Position Requirements:** Previous experience in a hotel setting preferred. Ability to work in a fast paced environment. Ability to work a flexible schedule. Excellent customer service, written and verbal communication skills. Strong organizational skills.

#### **Club Lounge Attendant (1)**

**Position Overview:** Provide exceptional and personalized service to guests of The Club Lounge. Ensure customer satisfaction. Address and resolve all customer problems in an efficient and effective manner.

**Position Requirements:** Minimum of 1 year of customer service experience required. Experience in a hotel setting preferred. Excellent customer service and verbal communication 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**

#### **Front Desk Agent (1)**

**Position Overview:** To exceed our guest's expectations and ensure revenue optimization through check in, check out and attentive coordination of hotel services for our guests.

**Position Requirements:** Previous experience required. Experience with HMS a plus. Must possess a positive presence with outstanding service, communication and problem solving skills. Cash handling experience helpful.

#### **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.

#### **House person (1)**

**Position Overview:** Clean areas according to the quality standards of the Windsor Court Hotel. Make deliveries to guests as necessary. Provide Room Attendants with necessary supplies. Collect and dispose of trash as necessary. Any other assigned tasks or duties as required.

**Position Requirements:** Minimum of 1 year of customer service experience or housekeeping or janitorial experience. Ability to work a flexible schedule. Excellent customer service skills. Must be able to lift/move 50 pounds.

#### **Massage Therapist PT (4)**

**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.

#### **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.

#### **Turndown 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.

#### **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.

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