



Management Positions

(Effective: Friday, July 23, 2010)

To apply for the management positions we have available, you will need to submit your resume to The Pfister Hotel's Human Resources Office.

Resumes can be faxed to 414.390.3835.

Conference Services Manager

Job Description:

- *Create the desired effect and results for group clients through precise and effective event planning and leadership.
- *Meet or exceed all meeting planners expectations.
- *Optimize room rental charges.
- *Consistently participate in the re-booking of repeat business by creating long-term client relationships.
- *Actively participate in industry related organizations (NACE, MPI).
- *Thorough knowledge of sales techniques including strong negotiation and closing skills.
- *Comfortable with hotel site inspections and client presentations.
- *Excellent creative skills, providing innovative sets and functions for groups.
- *Ability to generate creative and innovative menus by working closely with Chef.
- *Work closely with banquet department on operations and event execution.
- *Provide overall direction, coordination, and ongoing evaluation of operations.
- *Excellent knowledge of computers, specifically Delphi, Word and Excel.
- *Monitor group room blocks and pick up, generate detailed resumes for the operating departments.
- *Ability to work with outside vendors to ensure client satisfaction.
- *Comply with attendance rules and available to work various shifts.
- *Perform any other job related duties as assigned.

Requirements:

- *Bachelor's degree or equivalent experience.
- * 2-4 years of Hotel Convention Services and/or F&B Beverage experience.
- * Negotiation skills.
- * Business communication skills.
- * Read, write, and speak English fluently.
- * Understanding/knowledge of appropriate software packages.
- * Present a professional appearance with a solid air of confidence.
- * Ability to communicate effectively with public and other employees.
- * Demonstrated ability to sell and up sell.

Assistant Housekeeping Manager

ESSENTIAL FUNCTIONS:

1. SMILE!!!! Hire, train, terminate, schedule, and supervise Housekeeping Associates.
2. Establishes standards of cleanliness for all Housekeeping areas of responsibility.
3. Represents the department with professionalism and decorum.
4. Coordinates with the Executive Housekeeper on all rehabilitation projects.
5. Establishes and maintains effective Employee Relations.
6. Partly responsible for inventory control of Housekeeping supplies, linen and equipment.
7. Inspects public areas on a regular basis.
8. Plots direction and long term goals for the Housekeeping Department with the Executive Housekeeper.
9. Controls and analyzes, on an on-going basis, departmental cost to ensure performance against budget.
10. Ensures discipline is administered timely and fairly with the input of the Director of Housekeeping.
11. Help to ensure proper training of all associates.
12. Provides Supervision of assigned Housekeeping associates to ensure job duties are completed.
13. Inspects and grades work performance of associates to ensure standards are being met.
14. Trains associates regarding job duties and quality standards.
15. Ensures that all designated guestrooms receive service.
16. Inspects guest- rooms, public and back-of-house areas as assigned and ensures compliance with standards.
17. Completes written reports.
18. Performs manual duties of subordinates as necessary to cover temporary staff shortages.
19. Provides input regarding disciplinary issues and performance reviews.
20. Assists with documenting time and attendance for all Housekeeping associates.
21. Participates in the promotion of safety and security in assigned areas.
22. Ensures furniture, facilities, and equipment are maintained and in good repair.
23. Promotes excellent guest/associate rapport by reacting promptly, efficiently and courteously to all guest and associate requests.
24. Ensures appropriate standards of conduct, hygiene, uniforms and appearance are maintained.
25. Represents the hotel with professionalism and decorum.
26. Make recommendations to his/her supervisor regarding improved methods and procedures so as to have a positive impact on guest/associate satisfaction.
27. Attends all required Housekeeping Department and other meetings.
28. Responds to guest questions. Provides guest assistance, direction, and information.
29. Other duties as assigned by Housekeeping Manager.

POSITION REQUIREMENTS:

1. High school diploma preferred.
2. Previous housekeeping experience preferred.
3. Ability to prioritize and organize workload to ensure deadlines are met.
4. Ability to exercise judgment and implement control over the performance of others.
5. Ability to provide cleaner direction, instruction, and guidance to subordinates.
6. Ability to communicate effectively to associates Bi-Lingual a plus.
7. Understands reports and related correspondence and accurately performs all essential job functions.

Blu Manager

ESSENTIAL FUNCTIONS:

1. Interview, select, train, supervise, counsel and discipline lounge/bar staff for the efficient operation of the outlet. Organize and conduct pre-shift and monthly departmental meetings communicating pertinent information to the staff, such as house count and menu changes. Schedule and direct staff in their work assignment.
2. Interact positively with customers promoting hotel facilities and services. Resolve problems to the satisfaction of involved parties. Organize special events in the lounge such as receptions.
3. Move throughout facility and kitchen areas to visually monitor and take action to ensure food quality and service standards are met. Verify temperature, judge appearance and taste of products and check preparation methods to determine quality. Give guidance toward improvement and make necessary adjustments for consistency.
4. Maintain profitability of outlet to support hotel operations. Control payroll and equipment costs. Ensure par stock levels are maintained by calculating inventory, ordering and retrieving supplies.
5. Utilize POS system to accurately charge customers, track revenue reports and ensure timeliness of food and beverage. Input and retrieve data and change computer procedures using complex series of keypunches to program system.
6. Implementing and maintaining hotel housekeeping, sanitation and cleanliness standards in all areas of the hotel.
7. Maintain house bank.
8. Maintain relationship with other departments in hotel.
9. Maintain relationship with vendors.
10. Track all menu abstracts.
11. Track tip distribution.
12. Maintaining a high level of professional appearance, demeanor, ethics, and self-image with yourself as well as subordinates.
13. Administering sales promotion programs and employee sales incentive programs.
14. Knowing the competition and keeping current with industry trends
15. Directing and coordinating the activities of all assigned personnel and departmental responsibilities in the restaurant.
16. Ensuring the highest quality of food and beverage, and service related to the operation.
17. Staffing of the restaurant, meeting departmental responsibilities
18. Maintaining an appropriate level of community public affairs involvement
19. Implementing and supporting hotel policies and procedures
20. Assessing and reviewing the job performance of subordinates, and maintaining records of assigned employees according to policy
21. Daily tracking of emails, Q times, post shift, payroll and administrative duties.
22. Monthly tracking of EYES, abstracts and Market Matrix.
23. Perform other duties as assigned.

POSITION REQUIREMENTS:

1. Strong knowledge of Food & Beverage operations and preparation techniques.
2. Knowledge of Beverage operations and wines.
3. Mathematical abilities in order to determine and track inventory, controls, revenue productions, and other hotel financial statement.
4. Ability to work entire shift standing and moving about in restaurants and kitchen areas.
5. Ability to read, write, and communicate effectively in English language, to understand internal documents, reports and to interact effectively with guests and employees.
6. Ability to effectively deal with internal and external customers, some of whom will require high levels of patience, tact and diplomacy to defuse anger, collect accurate information and resolve.
7. High school diploma required. College degree not required but equal work experience equality.
8. Position requires 2 years-previous Food & Beverage and supervisory experience.
9. Additional language ability preferred.
10. Knowledge of Microsoft Word, Excel, PowerPoint helpful, Outlook and touch screen POS systems.

Staffing Manager

Position Duties:

1. Interact in a positive, "customer-service focused" manner with all levels of the organization via both verbal and written communication.
2. Responsible for hourly recruitment, selection and orientation of associates.
3. Track requisitions for open positions and insure they are completed in a timely manner.
4. Conducts associate orientations, assisting with necessary paperwork and reviewing property and company policies and guidelines.
5. Perform data entry of associate information into PeopleSoft.
6. Work with corporate legal team on code of conduct and other employment related legal and compliance documents.
7. Manage and insure proper completion of new hire process and background checks.
8. Assist with special departmental and/or company projects.
9. Receive and answer associate questions regarding various employment related issues.
10. Maintain listing of fruitful local and regional recruitment resources and distribute openings to these resources on a weekly basis.
11. Ability to coordinate recruiting events and on campus visits.
12. Be active in local community to engage and recruit talent from the most productive resources.
13. Possess a passion for hiring the best with a constant focus on talent.
14. Ensure that appropriate and adequate screening is performed for each candidate in accordance with corporate policy and Behavioral Interviewing standards.
15. Coordinate hotel special projects and events.
16. Coordinate posting of opportunities and implementation of Applicant Tracking Systems if applicable.
17. Insures all Sarbanes Oxley requirements are followed and met.
18. Other duties as assigned.

Qualifications:

A degree in Human Resources or closely related field of study is ideal. This position is part of a succession track to more responsible roles in human resources so only candidates that have shown logical career progression or track in or towards this field need apply.

The ideal candidate will possess 1-2 years, possibly in internships or other similar roles in HR, past HRIS experience and experience in a customer service industry would be ideal. Strong administrative and computer skills are required.

Sous Chef-Mason Street Grill

ESSENTIAL FUNCTIONS:

1. Responsible for and supervises daily line operations.
2. Prepares all food items for buffet and restaurant use according to recipe specifications.
3. Visually inspects appearance of all food for proper taste, color combination, and overall presentation to maintain appeal.
4. Supervises all assigned staff including training, counseling, and discipline.
5. Ensures proper ordering, receiving, and storage of all food items in refrigerators, freezers, and dry food storage to maintain product freshness.
6. Properly rotates food products in order to keep spoilage and waste to a minimum.
7. Ensures that all equipment in work area is properly cleaned and sanitized.
8. Performs other duties as required, e.g., special orders/buffet presentations.
9. Schedules appropriate number of staff according to daily needs of restaurant functions and weekly forecasts.

POSITION REQUIREMENTS:

1. Thorough working knowledge of cold food preparation.
 2. Good working knowledge of accepted safety and sanitation standards.
 3. Extensive experience with slicers, mixers, grinders, food processors, etc.
 4. Basic mathematical skills necessary to understand recipes, measurements, requisition amounts, and portion sizes.
 5. Ability to read, write, and understand the English language in order to complete requisitions, read recipes, and communicate with other associates.
 6. Sufficient manual dexterity of hand in order to use all kitchen equipment, i.e., knives, spoons, spatulas, togs, slicers, etc.
 7. Ability to grasp, lift, and/or carry, or otherwise, move or push goods on a hand cart/truck weighing a maximum of 200 lbs. on a continuous schedule.
 8. Ability to perform duties in confined spaces within extreme temperature ranges.
 9. High school diploma preferred. Culinary or apprenticeship program preferred.
 10. Minimum of two years experience in a supervisory and management position in a similar size operation. 2-3 years as a chef de partie, and lead cook prior to management required.
 11. Create specials from items not being used.
- Assist in Control of food waste

Proven successful team oriented managers need only apply.