



Job Description – Breakfast Attendant

Reports To: Head Housekeeper

Requirements:

Customer Service experience in any food service establishment
Ability to speak English
Willing to work on weekends and or holidays

Physical Requirements:

Stand for long periods, walk, and ability to bend stretches, twist or
Reach with body, arms and legs steadily.
Lift and/or move up to 10 pounds and occasionally lift and/or
Move up to 25 pounds.

Summary:

Attends to breakfast area service needs by preparation and set up breakfast buffet, maintaining appearance of breakfast area and maintaining safety of breakfast area. Replenishing, stocking all breakfast items. Communications with GM for feedback and reports

General Responsibilities

- Prepare and set up breakfast buffet in accordance to brand and/or hotel standards.
- Ensures proper appearance of the breakfast area, including the lobby area and maintains the safety and appearance of the breakfast area.
- Follows the breakfast guidelines in accordance to the hotel operational polices and brand standards
- Provides prompt, courteous and friendly guest service.
- Provides timely feedback to supervisor or GM.

Specific Responsibilities:

- Ensures and is involved in timely preparation setting up, replenishing, and stocking all breakfast items and clean up, in accordance to the hotel brand standards
- Understand and maintains adequate inventory levels of breakfast supplies.
- Ensure and verifies all the inventory and supplies received.



- ❑ Follows all purchase and storage guidelines as per the hotel procedures.
- ❑ Maintains the breakfast area and lobby area – cleanliness, well stocked and presentable at all times during the breakfast hours.
- ❑ Understand brand specific breakfast standards and Quality Assurance standards.
- ❑ Provides courteous and friendly guest service.
- ❑ Engage guest to solicit feedback on their experience.
- ❑ Updates General Manager with the feedback from guests.
- ❑ Help in other areas as required.
- ❑ Knowledge of hotel's occupancy level each day and make adjustments to breakfast output.
- ❑ Enforce all new updates for brand standards policies and procedures for breakfast department.

Optimum Attributes:

- ❑ Effective communication skills
- ❑ Customer service skills
- ❑ Well groomed and professional appearance
- ❑ Self-motivated
- ❑ Good team player
- ❑ Good listener
- ❑ Detail Oriented