



HILTON PEARL RIVER OPEN JOB POSITIONS - 2022

Hotel Night Auditor/ Guest Services- 1 Position – Part Time

- Audit hotel paperwork to ensure the day has balanced
- Posts room charges and taxes to guest accounts
- Must be able to verify all account postings and balances, all hotel paperwork is correct and balanced
- Runs preliminary reports, processes no shows and close of day, stocks the front desk with daily supplies. Register arriving guests. Settle guest accounts with the ability to make good business decisions regarding discounts
- Must be knowledgeable in making reservations
- Greet guests and provide door service and luggage assistant service when needed
- Ability to operate multi-line phone. Provide guests with information on local attractions
- Resolves or refers to Management all guest concerns, complaints or suggestions in a continuous effort to provide superior guest service
- Ability to work Overnight shift: 11:00pm 7:00am
- Vibrant, friendly, customer service personality is a must when working in this fast-pace, fun working environment

Banquet Support/Houseperson -3 Positions

- Be responsible for physically setting up banquets & meeting rooms with tables, chairs, etc.
- Maintains appearance of meeting room and banquet areas, freshens rooms in use, breaks down and resets furniture arrangements as needed
- Stores all necessary equipment
- Frequent heavy lifting and movement of bulky and big furniture
- Vacuum, sweeps and mop floors, and public areas
- Sweep, scrub, polish, buff, wax, strip, or spot clean all floor surfaces, baseboard, walls, and wall hangings. Surfaces to be cleaned may include marble, terrazzo, tile, carpet, etc. This task requires heavy lifting, bending, stooping, or standing for extended period of time. Must be able push and pull heavy cleaning equipment, and furniture weighing up to 75 lbs
- Dust furniture, columns, shelves, etc. while extending arms over head or climbing ladders over 30 feet
- Use various cleaning techniques, and heavy shampooing equipment, to clean soiled carpet and upholstery
- Rotate mattresses and move furniture as assigned

SUPPORTIVE FUNCTIONS

In addition to performance of the essential function, this position may be required to perform a combination of the following supportive function:

- Respond to guest questions. Provide guest assistance, direction and information requested
- Patrol and remove debris, / trash from parking lot, sidewalks and front of the hotel entrance
- Other duties as assigned, such as assisting Room Attendants, delivery or retrieval of Housekeeping items to / from guest floors
Housekeeping items to from guest floors.

SPECIFIC JOB KNOWLEDGE

- Knowledge of stain removal and chemical cleaning agents, and operation of different industrial, commercial equipment



- Ability to learn and apply hazardous chemicals, standard during new hire introductory period.
- Ability to read and understand Basic English language in order to understand the safety labels, equipment instructions etc
- Ability to speak English in order to communicate with the guests and coworkers

Life Guard – 1 Position

- Maintains constant surveillance of guests in the facility; acts immediately and appropriately to secure safety of patrons in the event of emergency
- Provides emergency care and treatment as required until the arrival of emergency medical services
- Presents professional appearance and attitude at all times, and maintains a high standard of customer service
- Performs various maintenance duties as directed to maintain a clean and safe facility
- Prepares and maintains appropriate activity reports
- Performs miscellaneous job-related duties as assigned, which may include but is not limited to: cleaning the pool, pool area and all other areas of recreational facilities; removal of objects from the water; testing water levels for proper chemical input
- Ability to react calmly and effectively in emergency situations
- Skill in the application of lifeguarding surveillance and rescue techniques
- Ability to prepare routine administrative paperwork
- Knowledge of CPR and emergency medical procedures
- Ability to follow routine verbal and written instructions
- Knowledge of customer service standards and procedures

Housekeeping Laundry Attendant – 2 Positions

- Perform all stages of linen processing, including, but not limited to, collecting, transporting, sorting, loading and unloading (washers, dryers and chutes), ironing, folding, storing and delivering
- Maintain cleanliness of laundry machinery and laundry area
- Maintain stock levels
- Respond to guest service issues in a timely, friendly and efficient manner
- Perform additional laundry services, as needed
- Ability to comprehend English language sufficient to understand information such as labels and instructions and basic guest request

Hotel Maintenance Tech – 1 Position

- Familiarity with electrical, HVAC, mechanical, plumbing, and various other building systems and knowledge and experience with at least some of these systems
- Ability to properly and efficiently troubleshoot issues in various building systems
- Hands-on experience with all phases of plumbing and carpentry
- Ability to handle and prioritize multiple functions
- Ability to read, write, and speak conversational English
- Excellent communication and human relations skills



- Working knowledge and skills necessary to interpret building system plans including electrical, mechanical, and plumbing
- Working knowledge necessary to analyze the design and performance of various building systems including electrical, mechanical, and plumbing
- Ability to perform duties in confined spaces and in awkward positions and in varying weather conditions and temperature
- Ability to remain calm in an emergency situation and to effectively deal with fellow team members and guests in such situations
- Ability to translate technical information or problems into more easily understandable terms

Education:

- High School graduate or equivalent required
- Technical certifications desired
- Certified Pool Operator desired
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Experience:

- Minimum of 2 years experience in maintenance, construction, high-rise, or other related industry in a generalist capacity, with hands-on experience
- Experience in hospitality or residential living industry preferred

Line Cook – 4 Positions

- Our cooks plan, prep, set-up and provide quality service in all areas of food production for menu items and specials for outlets in accordance with standards and plating guide specs
- Responsible for maintaining food production and quality control of all meat, fish, fowl, sauces, stocks, seasoning and all other food items prepared in the different kitchen stations
- Prepares all food items according to standard recipes and/or as specified on guest check to ensure consistency of product to the guest. Visually inspects, selects and uses only food items ideal cooking, in preparation of all menu items
- Checks and controls the proper storage of product, monitoring age and condition of all food items to rotate and maintain highest quality. Keeps all refrigeration equipment, storage and working areas clean and clutter free, complying with Health department regulations
- Prepares daily requisitions for supplies and food items for production
- Must be able to work weekends, holidays and evenings
- Performs any general cleaning tasks using standard hotel cleaning products as assigned by supervisor Keep floors dry and clean to avoid slip/fall accidents
- Performs other duties as requested, such as moving supplies and equipment, cleaning up unexpected spills

Education

- Any combination of education, training or experience that provides the required knowledge, skills and abilities.
- High school diploma required.
- Culinary training desired



Experience:

- Minimum 1 year experience.
- Must be a highly organized individual with the ability to handle numerous tasks at a time
- Excellent communication skills, both verbal and written
- Must be a team player with a positive attitude
- Flexible - must be able to work a flexible schedule to include weekends, night and holidays

Banquet Server- 2 Positions

- Reviews and understands the Banquet Event Order (BEO); completes setup according to the BEO
- Sets tables in assigned area (or checks to see that they have been set) correctly and uniformly, using: clean, pressed linen (without rips, stains or tears); clean unspotted silverware; clean china with no chips or cracks; clean, unspotted glassware. Properly clean and fill table complements (salt and pepper, sugar, breadbaskets, etc.)
- Learns the menu for each function served and is able to explain the major ingredients and preparation methods for each item to be served
- Is standing in assigned station at least 15 minutes prior to function start time
- Acknowledges and responds to all guests' requests, advising supervisor if necessary
- Keeps station neat and clean during service
- Continuously patrols assigned station, refilling all drinks, removing service items and condiments per established policies and procedures
- Ensures guest has everything they need
- Use proper in-room clearing and aisle tray break down procedures
- Returns all reusable table complements and condiments to be cleaned and refilled
- Assist captain or manager in setting up buffet and other special food services tables/stations
- Assist the captain or manager in breaking down buffet or other special food service tables and equipment
- Set-ups, serves and/or breaks down coffee breaks, receptions, other special functions, as assigned, following standard policies and procedures
- Sets-up, tends and breaks down banquet bars, as assigned, according to standard policies and procedures
- Follows cash and guest check procedures at all times
- Return all excess food to the kitchen following all sanitation guidelines. No food or beverage is to be consumed by team members without prior approval from the chef on duty
- Complete any assigned side work, such as refilling condiments, shaking and sorting linen, hanging/storing drapes, cleaning/storing serving equipment and/or props, etc
- Assists stewards in keeping banquet back hall, linen rack and storage areas neat, clean and organized
- Learns and applies all procedures of proper service
- Assist co-workers whenever needed
- Remain up-to-date with hotel events and guests, as they affect the areas of responsibility
- Maintains responsible alcohol service certification
- Mixes and serves alcoholic and nonalcoholic drinks, to patrons during banquet events



Dishwasher/Stewarding – 3 Positions

- Washes dishes and other cooking utensils. Restocks all clean glasses, silverware and plates
- Performs general cleaning in order to stay in compliance with Health Department
- Burnish, detarnish, polish silver for proper appearance
- Removes trash from all containers in the F&B areas, taking it to the dumpster located on the loading dock
- Stewards restock all dishes and utensils as they are cleaned
- Puts away food stock and dry goods in their proper location
- Must be able to work a flexible shift in the evening and during weekends and holidays

Housekeeping Supervisor – 1 Position

- Directs and participates in the overall sanitation and safety of the hotel and team members in accordance with company standards and government regulations
- Determines cleaning assignments and establishes priorities; adjusts assignments based on changes in room occupancy or emergency clean-up requests; maintains accurate record of assignments
- Ensures security of keys.
- Responds to guests' needs and requests; resolves guests concerns
- Follows work procedures and expedites workflow to ensure timely, efficient service; communicates room completion and availability
- Inspects rooms, common areas and stock rooms, and approves team member work performance; performs or delegates appropriate corrective action
- Reports unsafe conditions and maintenance service needs, including painting, repairs, and furniture replacement and upkeep
- Oversees the productivity and breaks of team members; communicates performance issues to the Director of Housekeeping
- Participates in the training of team members at the direction of the Director of Housekeeping; conducts daily pre-service meetings
- Demonstrates safe and correct use of environmental services equipment and chemicals
- Completes inventory of materials, supplies and linens; manages usage and orders to in alignment with budget
- Opens and closes the department; maintains security for department property, supplies and operating funds
- Performs other duties as assigned by management

Education:

- High School graduate or equivalent required

Experience/Requirements:

- Prior related work experience, hotel experience preferred
- Specific brand knowledge is a plus
- Excellent interpersonal and communication skills
- Strong supervisory and leadership skills
- Excellent time management and organizational skills



- Proficient in English language/Bilingual is a plus
- Ability to learn new computer software programs and operate the property management System
- Familiar with common computer software programs
- Willingness to work 7 day rotational work schedule including weekends and holidays

Restaurant Server/Host(ess) – Weekends, Morning – Week Day – flexible – 4 Positions

- Ability to work with a positive attitude in a fast-paced environment.
- Must be a friendly, upbeat person who enjoys anticipating guests' needs and delivering consistently great service
- Must be able to work quickly in a confined area and stand for extended periods of time
- Able to lift and carry twenty pounds
- Strong customer service skills
- Must enjoy working as part of a team, but also be a self-starter who will take ownership of any issue that might prevent a guest from leaving fully satisfied
- Able to perform any necessary pre-shift side work, ensuring proper setup and cleanliness
- Accustomed to "clean as you go" work habits, including keeping guest tables neat and keeping the service station clean, neat, and supplied at all times
- Able to thoroughly learn the menu, wine list, and specials, including ingredients and allergens; ability to make recommendations and suggestions, and to up-sell the menu items
- Capable of taking accurate orders for food and drinks, and sending clear orders to the bar and kitchen through the POS
- Able to communicate with the kitchen and wait staff to ensure complete guest satisfaction and guest safety
- Ability to adapt to changing procedures and protocols as required by changing requirements of New York State Covid-19 response and Department of Health rules

Housekeeping Room Attendant – 3 Positions

- Sign out for room keys, restock housekeeping cart with supplies needed to complete room Assignment
- Clean and scrub bathtub, toilet, sink, walls, tiles, counter and floor surfaces with germicidal cleaner.
- Use sponges/brushes. Clean mirrors with glass cleaner. This task requires
- extending hand over head, bending and stooping
- Strip and make beds, change linens, lift bedspreads, which weigh a maximum of 35 lbs
- Replenish amenities, towels, and supplies in guestrooms
- Thoroughly dust/polish all furniture, wall hangings, drawers, window ledges, shelves, phones, lampshades, headboards, and HVAC vents
- Empty trash and vacuum entire room
- Visually inspect rooms for cleanliness and appearance and signify completion of room according to Hilton standards
- Ability to push and or pull equipment weighing up to 75 lbs
- Ability to scrub and scour surfaces, extending arm over head to perform cleaning tasks
- Ability to communicate effectively with guests as well as other team members
- Ability to follow instructions, directions, and meet deadlines, including thorough cleaning of



- the minimum number of rooms as specified
- Basic ability to comprehend English language sufficient to understand information such as labels and instructions and basic guest request

Assistant Banquet Manager – 1 Position

- Provide exceptional guest service
- Assist with the management of all aspects of the hotel's banquet operation including room set-up and food and beverage service
- Directly supervise Banquet Captain, Banquet Server, Banquet Set-Up Attendants & Banquet Bartender
- Review all Banquet Event Orders to ensure proper staffing levels
- Coordinate and monitor all phases of Loss Prevention in the banquet operation
- Oversee maintenance of accurate and current banquet inventories
- Prepare and submit required reports in a timely manner
- Ensure preparation of required reports, including (but not limited to) payroll, employee schedules, action plans
- Ensure compliance with all local liquor laws and health and sanitation regulations
- Ensure and uphold standards and compliance with SOP's in all outlets
- Provide input on staff performance reviews in accordance with hotel standards
- Understand and exhibit ability to prepare payroll and tip distribution
- Keep kitchen informed of accurate counts for plating
- Review menu/service with Catering Managers and Chef
- Maintain up to date details on banquet functions and communicate to necessary staff
- Conduct new hire and ongoing training of captains/hourly employees to maintain standards of service
- Make personal contact with guests and assist them with any requests in a timely manner
- Supervise proper tabulation of all banquet
- Ensure safety, sanitation, and cleanliness of service areas
- Ensure inspection of all banquet areas for cleanliness and maintenance on a regular basis
- Ensure staff is maintaining high standards of personal appearance and grooming, which include wearing the proper uniform and nametag at all times
- Lead events in the absence of the Banquet Maitre D'
- Create and build relationships with new and existing clients
- Professionally represent the hotel to current and potential guests and clients, the community, and others on our team
- Work collaboratively with our experienced team to further the hotel's continuing effort to deliver caring and outstanding guest service and financial profitability

Job Requirements

- Minimum of 1 Year hotel food and beverage experience required. Hilton experience preferred
- Team supervisory/management experience required
- Experience and proficiency with Sales Pro or Delphi
- Experience and competency with MS Office applications including Word, Excel, Outlook, and PowerPoint
- Must be personable, organized, detail-oriented, outgoing, and motivated
- High School Diploma or GED required; Other degree desired
- Tips certified required or become certified during course of employment



Housekeeping Support/Houseperson – 2 Positions

- Assure the cleanliness of guest floor corridors, foyers, stairwells, and public area
- Assists room attendants & laundry aids in order to maintain the high standards of quality Duties:
- Vacuum, sweep and mop stairwells, public areas, and foyers
- Dust, mop, sweep, scrub, polish, vacuum, buff, wax, strip or spot clean floors, baseboards, walls and wall hangings
- Clean and polish brass, glass, windows, mirrors, elevators & doors
- Use various cleaning techniques and heavy shampooing equipment to clean carpet & upholstery
- Flip mattresses and move furniture
- Retrieve or replace linens in supply closets & laundry bins on guest floors
- Ability to lift, reach, bend, stand and walk continuously climb stairs, and push or pull heavy equipment, up to 75lbs. Must be able to climb ladders over 30 feet
- Ability to scrub and scour surfaces, extending arm over head to perform cleaning tasks
- Ability to read & understand basic English language in order to understand safety labels & equipment, instructions, and to communicate clearly w/guests & co-workers

Bellstaff – 1 Position Part Time

- Greets guests appropriately, welcomes them to the Hotel, and pleasantly escorts them to their room(s)
- Always handles and transports guest luggage in a cautious, conscientious manner to avoid damage to luggage or contents
- Always informs guests of the Hotel services offered and effectively communicates room features
- Effectively answers any questions guests may have.
- Properly stores luggage for guests.
- Ability to communicate effectively
- Winning personality
- Works well under pressure
- Must be able to work weekends, holidays and a flexible schedule that includes days and night shifts
- Ability to stand and walk for long periods of time
- Ability to lift and carry up to 100 lbs