

THE BROADMOOR

The Employer of Choice

Position: Restaurant Server (Waiter/Waitress)

Department: Food and Beverage

Start Date: April - September

Min. Contract Length: 6 months – can be combined with +6 months

Description:

Serves food and beverage to guests in dining and restaurant establishments following all applicable standards.

Essential Functions:

Demonstrates proper dress code and appearance standards, along with positive attitude and work ethic. Greets restaurant guests in a friendly, timely manner with a smile, proper English and correct posture. Has complete knowledge of menu, ingredients, preparation methods. Answers menu questions and makes suggestions regarding food and service. Writes order on check or memorizes it. Relays order to kitchen via computer and serves courses from kitchen and service bars. Observes diners to respond to any additional requests and to determine when meal has been completed. Handles opening and closing procedures as directed by side-work manual. Totals bill and accepts payment. Follows proper Hotel accounting and cash-handling procedures. Tips busepersons, bartenders, other dining room/bar support staff according to Hotel policy. Completes daily and weekly side-work. Performs all duties and responsibilities of buseperson when needed. Follow Broadmoor safety and hygiene standards. Guides and trains new staff members. Follow all directions received from Supervisors and Manager.

Experience/Requirements:

While performing the duties of this job the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to sit; stoop, kneel, crouch, or crawl and taste or smell. The employee is regularly required to lift up to 25 pounds. The employee is frequently required to lift up to 50 pounds. The vision requirements include: close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Areas available:

PLaY

Golf Club Dining Room

Lake Terrace Dining Room

Natural Epicurean

Ristorante Del Lago

Restaurant 1858

La Taverne

Lake Terrace Pool

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Position: Restaurant Host/Hostess

Department: Food and Beverage

Start Date: April - September

Min. Contract Length: 6 months – can be combined with +6 months

Description:

Greet and seat guests, make reservation and provide hospitality to guests following all applicable standards.

Essential Functions:

Schedule dining reservations and arranges parties or special services for diners. Greet guests, escorts them to tables, and provides menus. Identify and assist in problem solving. Set up work stations and control of food and beverage checks. Demonstrate proper dress code and appearance standards along with correct work habits and attitude including smiling, proper English and posture. Assist in the dining room and the Restaurant Manager as needed. Answer phone with proper greeting. Guide and train new staff. Order and stock supplies as needed

Experience/Requirements:

While performing the duties of this job the employee is regularly required to stand; walk and talk or hear. The employee is occasionally required to sit; use hands to finger, handle, or feel; reach with hands and arms and stoop, kneel, crouch, or crawl. The employee is regularly required to lift up to 10 pounds. The employee is occasionally required to lift up to 25 pounds. The vision requirements include: close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Restaurants available:

PLaY

Golf Club Dining Room

Lake Terrace Dining Room

La Taverne

Ristorante Del Lago

Restaurant 1858

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Position: Attendant

Department: Food and Beverage

Start Date: February - September

Min. Contract Length: 6 months – can be combined with +6 months

Description:

Assists guests with placing orders, prepares beverages and runs the cash register by performing the following duties.

Essential Functions:

Greets guests in a friendly, timely manner with a smile, proper English and correct posture. Obtains items requested by customers or receives items selected by customers. Prepares beverages requested by customers quickly and confidently, has a thorough knowledge of coffee drinks. Answers customer's questions concerning merchandise and is able to helpfully discuss ingredients, preparation methods and potential allergy triggers of products offered. Observes customers to anticipate guest needs and to respond to any additional requests. Wraps or bags products for customers. Stocks shelves, counters, or tables with products. Cleans shelves, counters, or tables. Totals price and tax on products purchased by customer, accepts payment, and makes change. Removes and records the appropriate amount of cash in register at the end of shift. Completes night audit reports daily at the end of the shift. Completes time and attendance sheets daily. Handles opening and closing procedures as directed by supervisor. Completes daily and weekly side-work. Attends and participates in monthly departmental meetings. Follows Broadmoor safety and hygiene standards. Follows directions received from Supervisors.

Experience/Requirements:

While performing the duties of this job, the employee is regularly required to stand, walk, use hands to finger, handle, or feel and talk or hear. The employee is frequently required to sit. The employee is occasionally required to reach with hands and arms, stoop, kneel, crouch or crawl, and taste or smell. The employee is regularly required to lift up to 25 pounds. The employee is occasionally required to lift up to 50 pounds.

Areas available:

Natural Epicurean

Espressos Newsstand

Amenities

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Position: Front Desk / Reception Agent

Department: Front Office

Start Date: February – September

Min. Contract Length: 12 months

Description:

Ensures prompt and efficient check in and check out service of guests. Utilizes the tools available to provide guest satisfaction and proper follow through while maximizing revenue to its full potential.

Essential Functions:

Comprehends all Front Desk operations and is our guest's first impression. Effectively resolves problems for guests. Maintains 5 star and 5 diamond standards while offering above and beyond service for our guests. Answers phones, takes messages, and responds to phone calls as needed. Assists hotel guests with reservations, transportation arrangements and any other needs they may have. Obtains complete and accurate information when handling all guest requests. Remains aware of all facilities, services and hours of operation. Responsible for thorough guest registration and efficient check out. Responsible for receiving forms of payment and accurately posting to guest accounts. Posts charges accurately. Balances his/her bank accurately and follow company policies regarding check acceptance. Maintains his/her station and keeps desk organized and stocked at all times. Passes on all information and charges to upcoming shifts. Ensures completion of daily agent jobs. Ability to upsell guests into higher room categories when available.

Experience/Requirements:

While performing the duties of this job the employee is regularly required to stand for long periods of time and walk; use hands to handle, point, feel and reach; talk and hear. The employee is occasionally required to sit, climb, stoop, kneel, crouch or crawl. The employee is required to lift up to 25.

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Position: Reservations Agent

Department: Reservations

Start Date: February - June

Min. Contract Length: 12 months

Description:

Maximizes the occupancy and average rate of the hotel by using specific selling strategies to convert incoming calls into reservation bookings.

Essential Functions:

Inputs detailed computer data. Files. Proofreads outgoing confirmations. Answers telephones, closes the sale on new reservations, makes changes to existing reservations, and deals with a multitude of customer questions. Sells hotel gift certificates. Sells transportation reservations. Sells dining, golf, and spa reservations. Meets sales goals. Faxes and e-mails guests. Fulfills brochure request. Mails out (and stuffs) confirmations. Adheres to all Forbes Five Star, AAA Five Diamond, and Preferred Hotel standards. Effectively uses website to maximize sales

Experience/Requirements:

While performing the duties of this job, the employee, while seated for long periods of time, is regularly required to stand; walk; use hands to finger, handle, or feel and stoop, kneel, crouch, or crawl. The vision requirements include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. Employee is occasionally required to lift and/or move up to 20 pounds.

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Position: Room Service Server

Department: Food and Beverage

Start Date: February - September

Min. Contract Length: 6 months – can be combined with +6 months

Description:

Provides detailed service to guest rooms including food, wine, hospitalities, and fine dining. Must learn and understand bar service, coffee service, and luncheon service in meeting rooms.

Essential Functions:

Room service is In-Room Dining at a 5-star, 5-diamond level. Carries silverware, linen, and food on tray or uses serving cart to transport order to room. Sets up table and serves food from cart. Ensures quality of food and appearance of set is of five star quality. Sets up and delivers coffee breaks to various meeting rooms and executive offices. Collects appropriate payment. Ensures that Room Service is always stocked. Checks all hallways and follows pick up lists in order to retrieve all outstanding room trays and tables. Performs assigned side-work. Adheres to all Forbes Five Star, AAA Five Diamond, and Preferred Hotel standards.

Experience/Requirements:

While performing the duties of this job, the employee is regularly required to sit and stand, walk, talk or hear. The employee is frequently required to use hands to finger, handle, or feel; and use arms to reach. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee is regularly required to lift up to 25 pounds. The employee is occasionally required to lift up to 50 pounds. The vision requirements include close vision and distance vision.

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Position: Banquet Server

Department: Food and Beverage

Start Date: February - September

Min. Contract Length: 6 months – can be combined with +6 months

Description:

Responsible for serving meals at meeting functions throughout the property.

Essential Functions:

Ensure tables are neatly and appropriately set. Place orders and serves food/beverages including alcoholic beverages. Maintain stations. Respond to guests' needs and assists fellow staff. Bus and resets tables. Stack dishes on trays in an orderly and safe manner. Must remain available on the floor to perform additional duties upon request. Cleans work area at the conclusion of shift. Maintains The Broadmoor's service standards in all guest interaction. Maintains knowledge of Broadmoor history and grounds.

Experience/Requirements:

While performing the duties of this Job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and distance vision.

To learn more about The Broadmoor Hotel visit our website at: www.broadmoor.com

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Position: Cook III

Department: Culinary

Start Date: Any time

Min. Contract Length: 12 months

Description:

Prepare salads, appetizers, sandwich fillings, and other cold dishes by performing the following duties. Follow direction of the Executive Chef, Chef de Cuisine and/or Sous Chefs in maintaining the highest standards of food quality, taste and production.

Essential Functions:

Prepare hot and cold food as specified in areas working in. Prepare food for breakfast / lunch / dinner as assigned. Maintain a clean, organized and sanitary work area following safety guidelines. Advise chef when food inventory is depleted. Must be able to understand and adjust recipes according to business levels. Maintain a working knowledge of properly storing, rotating and maintaining products. Must be able to maintain Servsafe and health department standards. Maintain comprehensive preparation and knife skills. Ability to check and complete mise en place and pars to set-up the station. Prepare and service all food items for a la carte and/or buffet menus according to hotel recipes and standards. Ensure production of food in a timely manner. Prepare food so that quality, taste and appearance of food is in accordance with Broadmoor standards. Control proper usage and rotation of food. Ensure food quality and appearance. Alert Chef or direct supervisor to any food quality issues that could have an adverse effect on Broadmoor Resort culinary operations. Maintain walk-in coolers and food storage areas on a daily basis. Ensure work station and all equipment is clean and sanitized prior to the change of shift. Ensure outlined prep is completed in a timely manner for the next shift.

Experience/Requirements:

Highly responsible & reliable. Ability to work well under pressure in a fast paced environment. Ability to work cohesively as part of a team. Ability to focus attention on guest needs, remaining calm and courteous at all times. Working towards a culinary degree preferred and/or minimum of one year of culinary experience. Must be able to use knives and other kitchen equipment. While performing the duties of this job the employee is regularly required to stand; walk; use hands to finger, handle, or feel; talk or hear and taste or smell. The employee is frequently required to reach with hands and arms. The employee is occasionally required to sit; climb or balance and stoop, kneel, crouch, or crawl. The employee is regularly required to lift up to 10 pounds and up to 25 pounds. The employee must frequently lift and/or move up to 60 pounds. Occasionally push, lift, and/or pull 100+ lbs with assistance. The vision requirements include: close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.