



Sea Island is a timeless place with deep connections to nature, tradition, warm welcomes, gracious service, and heartfelt hospitality. Sea Island is also home to four Forbes Five-Star experiences—The Cloister at Sea Island, The Lodge at Sea Island Golf Club, The Spa at Sea Island, and The Georgian Room restaurant. It's the only resort in the world to have received four Forbes Five-Star awards for nine consecutive years. To achieve this kind of distinction takes an exceptional, high-performing team. One that is professional, service-oriented highly motivated, passionate, friendly, dedicated, hardworking, and fun.

To learn more about Sea Island visit our website at [www.seaisland.com](http://www.seaisland.com)

For more information about working at Sea Island please select the Careers tab





### **Food and Beverage Hourly Rates**

Server - \$2.55 plus tips\*

Pool/Patio Server - \$6.00 plus tips\*

Banquets Server - \$4.00

IRD Server - \$8.00

Host/Reservations - \$10.00

F&B Management Intern - \$12.00

Expeditor - \$7.00 plus 2% of food Revenue\*

Server Assistant - \$6.00 plus tips\*

Back Server - \$8.50 plus tips\*

Telephone Sales Agent - \$12.00

*\*Georgia's minimum wage is \$7.25 per hour so your hourly rate will never fall below this amount. With tips, on average, a team member can expect to be anywhere from \$10 to \$30 per hour based on business, location, and knowledge.*

### **Deductions**

- Deductions for Visa Reimbursement will be based on the cost and duration of your program.
- Typically, the amount that will be directly deducted is \$50 per week.
- For twelve month programs we are able to delay the first payment until after your first month of work.
- Deductions will occur for housing in the amount of \$12.50 per night as long as the individual is residing in Team Member housing.



## **2020 Food and Beverage Intern Rotation**

### **Training Plan Summary**

#### **Rotation One – Food and Beverage Fundamentals**

The participant will learn policies and procedures specific to Food and Beverage within Sea Island and gain knowledge regarding overall offerings available as well as department operations. They will learn the proper steps of service for an outlet within a Forbes Five Star Hotel as well as general food and beverage offerings of the area. The individual will own a specific area and learn to work closely with Front of House management as well as the culinary team.

Tasks in this rotation may include, but are not limited to:

- Answering any and all guest questions regarding the outlets, banquets, or the resort as a whole
- Taking and inputting reservations or orders for guests - keeping in mind social and group business for the timeframe requested
- Assisting the service staff to gain a better understanding of the flow of service and process
- Ensuring Food Quality and plate presentation and assisting with delivering dishes to guests
- Receiving and processing orders in person or over the phone
- Maintaining beverage service and stations in the restaurant.

#### **Rotation Two – Food and Beverage Operations**

The Participant will continue to grow their knowledge within a Five Star Food and Beverage environment. The individual will learn how to promote the sale of menu items and will gain further understanding of the offerings available as well as how they are prepared. The participant will become responsible for the setup of stations, tables, or events. Through this phase they will be expected to be able to answer any questions guests may have about Sea Island or Food and Beverage offerings.

Tasks in this rotation may include, but are not limited to:

- Preparing station or event for service prior to guests arrival, including the supplying of side stands, setting and inspection of all tables for cleanliness, and correctness of settings
- Serving food and beverage items according to prescribed procedures
- Accurately summarize meals served for reporting purposed per established procedures
- Recording and billing orders accurately into the point of sale system

#### **Rotation Three – Operational Leadership**

The participant will continue their operational experience and enhance their knowledge regarding leadership and administrative functions within Food and Beverage. The student will continue their hands-on role and, depending on experience, may assist or shadow in the overall supervisory tasks for an outlet or event. All individuals will partner with Supervisors and Managers to learn more about the administrative and financial sides of the outlet. The Intern/Trainee will assist in ensuring a smooth service and further team engagement. While the role will still be a hands on position, the intern will have the opportunity to participate in leadership courses outside of their job duties as well.

Tasks in this rotation may include, but are not limited to:

- Upholding departmental standards of quality and training
- Attending all scheduled team member meetings and bringing suggestions for improvement
- Attending training for leadership development
- Recording and Billing orders accurately and processing payments using guest and member cards in accordance with accounting procedures
- If elected, Attending reoccurring meetings with leadership mentors
- Training other individuals on the day to day duties of the role.



### **Summary of Job Descriptions**

**Position:** Telephone Sales Agent (Room Service)

**Basic Job Function:**

Receive, and processes orders, accounts, reports and files restaurant revenue producing business. Promote the Sea Island legacy of warm genuine hospitality and uphold and ensure compliance with all company and departmental policies and procedures.

**Tasks/Responsibilities:**

- Maintain a passing score on menu and beverage testing
- Answer telephone in a timely manner
- Record in room dining orders accurately and immediately into the register system/Micros POS (point-of-sales) system
- Ensure servers check identification in order to verify age requirements for purchase of alcohol
- Attempt to limit problems and liability related to customers' excessive drinking by following TIPS training
- Inform guest on procedures and answer all questions
- Participate in staff side work
- Coordinate food & beverage orders with servers, chefs and the supervisor on duty
- Act as cashier when cash, C/L accounts or credit cards are presented
- Receive and dispatch orders for bakery items and boxed lunches
- Maintain current price lists for wine, beverage, bakery items, a'la carte in room dining, and extra meals
- Receive and process all batches of food checks from all food service locations and turn in to revenue control center
- Maintain a thorough knowledge of current guest services, activities, dining options, shops, local attractions, and historical information regarding Sea Island and the surrounding area
- Learn the names and personally recognize our regular Guests and Members
- Record and bill orders accurately into the register system and process payments using guest/member cards
- Accurately summarize meals served for reporting purposes per established procedure

**Minimum Requirements:**

- Minimum one (1); preferred two (2) years Food & Beverage experience
- Previous beverage service experience in a luxury hotel, resort or fine dining restaurant preferred
- Understanding of Forbes 5-Star dining standards preferred
- Georgia law requires that one must be over the age of 18 to dispense or serve alcoholic beverages
- TIPS (Training for Intervention Procedures) certified preferred
- High School Diploma or equivalent credentials preferred
- Excellent communication skills, both written and verbal
- Valid Georgia Driver's License

- Company policy requires that one must be 21 years of age or older to drive a company vehicle
- Familiarization with Micros POS (point-of-sales) system preferred
- Proficient in Windows XP and Microsoft Office software applications such as: Word, Excel, and Outlook
- Proficient with peripherals, copier, fax, telephone and calculator
- Ability to work simple math calculations
- Must have ability to accurately handle money, make change, process credit card transactions
- Must be flexible to working days, early mornings, evenings, weekends, and holidays
- Report to work at the scheduled time, neatly groomed and in compliance with company Dress Code Policy
- Ability to kneel, crouch, squat, climb, stand, sit, balance, reach, bend, push, pull and walk for prolonged periods
- If applicable, must have the ability to work for extended time periods in an outdoor environment, including sun, heat, cold, wind, rain, and higher than normal noise levels
- Ability to perform repetitive tasks with accuracy
- Ability to lift, carry, pull and push up to 70 lbs intermittently throughout a shift
- Ability to read, write and communicate effectively in English, both written and verbal
- May be exposed to mechanical, electrical, chemical and fume hazards
- No visible tattoos, visible body piercing or unnatural hair color or hairstyles per company grooming standards

**Position:** Back Server

**Basic Job Function:**

Provide food and beverage service in an efficient and courteous manner, following established standards. Promote the Sea Island legacy of warm genuine hospitality while upholding and ensuring compliance with all company and departmental policies and procedures.

**Tasks/Responsibilities:**

- Maintain a passing score on written and verbal food and beverage tests
- Maintain cleanliness in all areas including counters, sinks, utensils, shelves and storeroom
- Prepare station for service prior to guest arrival, including the supplying of side stands, setting and inspection of all tables for cleanliness, and correctness of table setting
- Resetting of tables as needed
- Re-stocking service station as needed
- Communicate continually with Kitchen Expediter about guest special requests and needs, also communicate with Dining Room Manager to ensure quality service
- Assist other staff members with side work and food delivery when needed
- Clear courses according to correct procedures and bring items to Kitchen where items are properly deposited
- Perform Expeditor duties as necessary
- Deliver food and beverage to table and place in the proper position
- Act as Front Server in the absence of one, and assist them in any way necessary
- Perform and maintain table side cheese presentation and cart

- Correctly placing mise en place for each guest course and aiding in the firing of courses
- Accountable for guest satisfaction by ensuring Sea Island's standards are met; address guest concerns in a timely and efficient manner
- Learn the names and personally recognize our regular Guests and Members
- Record orders accurately and immediately into the register system using guest/member cards
- Check identification in order to verify age requirements for purchase of alcohol
- Attempt to limit problems and liability related to customers' excessive drinking by following TIPS training
- Maintain knowledge of current guest services, activities, dining options, shops, local attractions, and historical information regarding Sea Island and the surrounding area

#### **Minimum Requirements:**

- Previous service experience in a luxury hotel, resort or fine dining restaurant preferred
- Georgia law requires that one must be over the age of 18 to dispense or serve alcoholic beverages
- TIPS (Training for Intervention Procedures) certified preferred
- Understanding of Forbes 5-Star dining standards preferred
- Familiarization with Micros POS (point-of-sales) system
- Ability to kneel, crouch, squat, climb, stand, sit, balance, reach, bend, push, pull and walk for prolonged periods
- If applicable, must have the ability to work for extended time periods in an outdoor environment, including sun, heat, cold, wind, rain, and higher than normal noise levels
- Ability to perform repetitive tasks with accuracy
- Ability to lift, carry, pull and push up to 50 lbs repeatedly throughout a shift
- Ability to read, write and communicate effectively in English, both written and verbal
- No visible tattoos, visible body piercing or unnatural hair color or hairstyles per company grooming standards

**Position:** Expeditor

#### **Basic Job Function:**

Responsible for proper plate presentation in the kitchen and the efficient and timely transportation of plates to the dining room. The Expeditor serves as a crucial communication link between the kitchen and the front of house staff.

#### **Tasks/Responsibilities:**

- Maintain a passing score on written and verbal food and beverage tests
- Responsible for ensuring proper plate presentation and garnish guidelines are met
- Communicate with front of the house and chef to properly run food
- Polish all plates for service
- Maintain breakdown station from set-up and throughout shift
- Assist in training of new employees when necessary
- Maintain cleanliness in all areas including counters, sinks, utensils, shelves and storeroom
- Relocate and/or arrange the restaurant furnishings or banquet furnishings and equipment as directed

- Assist in the clearing and resetting of tables when needed
- Re-stocking service areas including beverage station
- Communicate continually with Servers on table and guest needs in order to deliver food in a timely fashion and execute a smooth flowing dining experience for guests
- Communicate continually with kitchen about guest special requests and needs, also communicate with Supervisor/Manager to ensure quality service
- Assist the kitchen and service staff with sidework and food delivery when needed
- Correctly position plates
- Deliver food to table and place in the proper position
- Maintain a thorough knowledge of current guest services, activities, dining options, shops, local attractions, and historical information regarding Sea Island and the surrounding area
- Accountable for guest satisfaction by ensuring Sea Island's standards are met; address guest concerns in a timely and efficient manner
- Learn the names and personally recognize our regular Guests and Members

**Minimum Requirements:**

- Previous Food & Beverage experience in a luxury hotel, resort or fine dining restaurant preferred
- Must be at least 18 years of age (Georgia law requires that one must be over the age of 18 to dispense or serve alcoholic beverages)
- TIPS (Training for Intervention Procedures) certified preferred
- Servsafe Certification preferred
- Understanding of Forbes 5-Star dining standards preferred
- Familiarization with Micros POS (point-of-sales) system preferred
- High School Diploma or equivalent credentials preferred
- Excellent communication skills, both written and verbal

**Physical Requirements:**

- Ability to kneel, crouch, squat, climb, stand, sit, balance, reach, bend, push, pull and walk for prolonged periods
- If applicable, must have the ability to work for extended time periods in an outdoor environment, including sun, heat, cold, wind, rain, and higher than normal noise levels
- Ability to perform repetitive tasks with accuracy
- Ability to lift, carry, pull and push up to 50 lbs repeatedly throughout a shift
- Ability to read, write and communicate effectively in English, both written and verbal
- May be exposed to mechanical, electrical, chemical and fume hazards
- No visible tattoos, visible body piercing or unnatural hair color or hairstyles per company grooming standards

**Position:** Host/Hostess

**Basic Job Function:**

Promptly escort guests to their assigned table as they enter the dining room. Promote the Sea Island legacy of warm genuine hospitality. Uphold and ensure compliance with all company and departmental policies and procedures.

**Tasks/Responsibilities:**

- Escort guests to their assigned table for dining
- Answer telephone and take reservations

- Assist service staff with routine duties such as pouring beverages, clearing dishes, setting tables, etc.
- Learn the names and personally recognize our regular Guests and Members
- Maintain a thorough knowledge of current guest services, activities, dining options, shops, local attractions, and historical information regarding Sea Island and the surrounding area to answer any questions guests may have to the best of one's ability
- If applicable, complete a Guest Problem Resolutions (GPR) form on any issues (solved or unsolved issues) and follow-up on issues as needed (if computer access is not available give information to admin support)
- Attends all scheduled employee meetings and brings suggestions for improvement
- Willing and timely execution of other duties as delegated by leadership

#### **Minimum Requirements:**

- Previous Food & Beverage experience in a luxury hotel, resort or fine dining restaurant preferred
- Understanding of Forbes 5-Star dining standards preferred
- High School Diploma or equivalent credentials preferred
- Host/Hostess experience preferred
- Must be at least 18 years of age
- Excellent communication skills, both written and verbal

#### **Physical Requirements:**

- Ability to kneel, crouch, squat, climb, stand, sit, balance, reach, bend, push, pull and walk for prolonged periods
- If applicable, must have the ability to work for extended time periods in an outdoor environment, including sun, heat, cold, wind, rain, and higher than normal noise levels
- Ability to perform repetitive tasks with accuracy
- Ability to lift, carry, pull and push up to 30 lbs intermittently throughout a shift
- Ability to read, write and communicate effectively in English, both written and verbal
- May be exposed to mechanical, electrical, chemical and fume hazards
- No visible tattoos, visible body piercing or unnatural hair color or hairstyles per company grooming standards

**Position:** Server Assistant

#### **Basic Job Function:**

Assist in food and beverage service in an efficient and timely manner to ensure an exceptional experience for all of our guests and members. Promote the Sea Island legacy of warm genuine hospitality while upholding and ensuring compliance with all company and departmental policies and procedures.

#### **Tasks/Responsibilities:**

- Maintain a passing score on written and verbal food and beverage tests
- Maintain cleanliness in all areas including counters, sinks, utensils, shelves and storeroom
- Relocate and/or arrange the restaurant furnishings or banquet furnishings and equipment as directed
- Assist in the clearing and resetting of tables
- Greet tables and provide bread service
- Re-stocking service areas including beverage station



- Communicate continually with Servers on table and guest needs in order to deliver food and beverage in a timely fashion and execute a smooth flowing dining experience for guests
- Communicate continually with Kitchen Expediter about guest special requests and needs, also communicate with Manager to ensure quality service
- Assist the kitchen and service staff with side work and food delivery when needed
- Perform Expeditor duties as necessary correctly positioning plates
- Accountable for guest satisfaction by ensuring Sea Island's standards are met; address guest concerns in a timely and efficient manner
- Learn the names and personally recognize our regular Guests and Members
- Maintain a thorough knowledge of current guest services, activities, dining options, shops, local attractions, and historical information regarding Sea Island and the surrounding area to answer any questions guests may have to the best of one's ability
- If applicable, complete a Guest Problem Resolutions (GPR) form on any issues (solved or unsolved issues) and follow-up on issues as needed (if computer access is not available)

#### **Minimum Requirements:**

- Previous service experience in a luxury hotel, resort or fine dining restaurant preferred
- Must be at least 18 years of age (Georgia law requires that one must be over the age of 18 to dispense or serve alcoholic beverages)
- TIPS (Training for Intervention Procedures) certified preferred
- Understanding of Forbes 5-Star dining standards preferred
- Familiarization with restaurant POS system preferred
- Excellent communication skills, both written and verbal
- Must be flexible to working days, early mornings, evenings, weekends, and holidays
- Report to work at the scheduled time, neatly groomed and in compliance with company Dress Code Policy

#### **Physical Requirements:**

- Ability to kneel, crouch, squat, climb, stand, sit, balance, reach, bend, push, pull and walk for prolonged periods
- If applicable, must have the ability to work for extended time periods in an outdoor environment, including sun, heat, cold, wind, rain, and higher than normal noise levels
- Ability to perform repetitive tasks with accuracy
- Ability to lift, carry, pull and push up to 50 lbs repeatedly throughout a shift
- Ability to read, write and communicate effectively in English, both written and verbal
- May be exposed to mechanical, electrical, chemical and fume hazards
- No visible tattoos, visible body piercing or unnatural hair color or hairstyles per company grooming standards

**Position:** Server

#### **Basic Job Function:**

Provide friendly, attentive, and timely service to create an exceptional experience for all of our guests and members. Promote the Sea Island legacy of warm genuine hospitality. Uphold and ensure compliance with all company and departmental policies and procedures.

#### **Tasks/Responsibilities:**

- Maintain a passing score on written and verbal food and beverage tests

- Prepare station for service prior to guest arrival, including the supplying of side stands, setting and inspection of all tables for cleanliness, and correctness of settings
- Serve food and beverage items according to prescribed procedures
- Monitor diners' satisfaction frequently and anticipate needs without requiring direction
- Communicate continually with Server Assistants, Chefs, and Supervisor/Manager on duty in order to deliver food in a timely fashion and execute a smooth flowing dining experience for guests
- Answer any questions guests may have about Sea Island or the area to the best of one's ability
- Clear courses according to correct procedures and remove items from tray stands to Kitchen where items are properly deposited
- Accurately summarize meals served for reporting purposes per established procedure
- Reset tables as needed
- Learn the names and personally recognize our regular guests and members
- Record and bill orders accurately into the register system and process payments using guest/member cards
- Properly obtain completed guest checks bearing all required information
- Maintain a thorough knowledge of current guest services, activities, dining options, shops, local attractions, and historical information regarding Sea Island and the surrounding area to answer any questions guests may have to the best of one's ability
- If applicable, complete a Guest Problem Resolutions (GPR) form on any issues (solved or unsolved issues) and follow-up on issues as needed (if computer access is not available give information to admin support)
- Maintains cleanliness and organization in all work areas
- Uphold appropriate departmental standards of quality/timing
- Uphold and ensure compliance with all company and departmental policies and procedures
- Report all equipment problems and maintenance issues, known safety hazards, or unsafe practices and procedures to supervisor immediately
- Attends all scheduled employee meetings and brings suggestions for improvement
- Willing and timely execution of other duties as delegated by leadership

### **Minimum Requirements:**

- Previous service experience in a luxury hotel, resort or fine dining restaurant preferred
- Familiarization with restaurant POS systems preferred
- Must be at least 18 years of age (Georgia law requires that one must be over the age of 18 to dispense or serve alcoholic beverages)
- TIPS (Training for Intervention Procedures) certified preferred
- Consistently aspires to fulfill our core Company values (Respect, Integrity, Passion, Teamwork, Accountability, Caring, Loyalty & Trust)
- Exhibits the Sea Island Five-Star Behavior Standards with guests, members and co-workers
- Must possess a positive attitude and have the ability to work with a variety of people and in cooperation with coworkers efficiently and effectively
- Must be detail oriented and able to manage competing priorities and multiple deadlines in a fast paced environment
- Ability to easily adapt to organizational and environmental changes

- Must be flexible to working days, early mornings, evenings, weekends, and holidays
- Report to work at the scheduled time, neatly groomed and in compliance with company Dress Code Policy

### **Physical Requirements:**

- Ability to kneel, crouch, squat, climb, stand, sit, balance, reach, bend, push, pull and walk for prolonged periods
- If applicable, must have the ability to work for extended time periods in an outdoor environment, including sun, heat, cold, wind, rain, and higher than normal noise levels
- Ability to lift, carry, pull and push up to 30 lbs intermittently throughout a shift
- Ability to read, write and communicate effectively in English, both written and verbal
- May be exposed to mechanical, electrical, chemical and fume hazards
- No visible tattoos, visible body piercing or unnatural hair color or hairstyles per company grooming standards

**Position:** F&B Hospitality Intern

### **Basic Job Function:**

Provide a hospitality management or business student the opportunity to gain hands-on work experience while rotating in four departments within the Food & Beverage Division. In conjunction with F&B management, assist in the overall supervision of various outlet operations. Promote the Sea Island legacy of warm genuine hospitality while upholding and ensuring compliance with all company and departmental policies and procedures. This role may be utilized to help satisfy a course requirement.

### **Minimum Requirements:**

- Must be a minimum of 18 years of age and currently enrolled and pursuing a degree at an accredited institution
- One (1) year of food & beverage work experience preferred
- Excellent communication skills, both written and verbal
- Proficient in Windows XP and Microsoft Office software applications such as: Word, Excel, and Outlook
- TIPS (Training for Intervention Procedures) certified preferred
- Understanding of Forbes 5-Star dining standards preferred
- Leadership experience preferred
- Familiarization with Micros POS (point-of-sales) system preferred
- Ability to easily adapt to organizational and environmental changes
- Must be flexible to working days, early mornings, evenings, weekends, and holidays
- Report to work at the scheduled time, neatly groomed and in compliance with company Dress Code Policy

### **Tasks/Responsibilities:**

- Assist in the overall supervision of Food & Beverage outlets
- Learn the names and personally recognize our regular Guests and Members
- Record and bill orders accurately into the register system and process payments using guest/member cards in accordance with accounting procedures

- Maintain a thorough knowledge of current guest services, activities, dining options, shops, local attractions, and historical information regarding Sea Island and the surrounding area to answer any questions guests may have to the best of one's ability
- If applicable, complete a Guest Problem Resolutions (GPR) form on any issues (solved or unsolved issues) and follow-up on issues as needed (if computer access is not available give information to admin support)
- Maintains cleanliness and organization in all work areas
- Uphold appropriate departmental standards of quality/timing
- Uphold and ensure compliance with all company and departmental policies and procedures
- Report all equipment problems and maintenance issues, known safety hazards, or unsafe practices and procedures to supervisor immediately
- Attends all scheduled employee meetings and brings suggestions for improvement
- Willing and timely execution of other duties as delegated by leadership

**Physical Requirements:**

- Ability to kneel, crouch, squat, climb, stand, sit, balance, reach, bend, push, pull and walk for prolonged periods
- If applicable, must have the ability to work for extended time periods in an outdoor environment, including sun, heat, cold, wind, rain, and higher than normal noise levels
- Ability to perform repetitive tasks with accuracy
- Ability to lift, carry, pull and push up to 30 lbs intermittently throughout a shift
- Ability to read, write and communicate effectively in English, both written and verbal
- May be exposed to mechanical, electrical, chemical and fume hazards
- No visible tattoos, visible body piercing or unnatural hair color or hairstyles per company grooming standards



**Rooms Hourly Rates**

Concierge – \$15.00

Front Desk Agent - \$15.00

Rooms Coordinator - \$15.00

**Deductions**

- Deductions for Visa Reimbursement will be based on the cost and duration of your program.
- Typically, the amount that will be directly deducted is \$50 per week.
- For twelve month programs we are able to delay the first payment until after your first month of work.
- Deductions will occur for housing in the amount of \$12.50 per night as long as the individual is residing in Team Member housing.



## **2020 Rooms Rotation**

***Rotation timing will vary based on the individual and their experience level***

### **Concierge**

The participant will learn policies and procedures specific to The Cloister. They will become well educated in the resort, area, and overall operations in order to provide information and assistance to Cloister guests and Sea Island members. The participant will anticipate or identify needs to achieve and exceed guest satisfaction.

Tasks in this rotation may include, but are not limited to:

- Maintain high visibility in The Cloister lobby and Front Desk area and assist guests with needs and questions.
- Support overall Rooms functions and answer guest's questions in person and over the phone.
- Make knowledgeable recommendations and, as requested, follow up with reservations and confirmation of a variety of services.
- Coordinate requests for VIP amenities, appointments, and other special services.
- Assure guests itineraries are complete and accurate for each day of their visit as needed.

### **Front Desk Agent**

The Participant will provide friendly, attentive, and timely service to create an exceptional, Five Star experience for all Cloister guests and Sea Island members. They will become educated in all Forbes Five Star standards. The participant will maintain thorough knowledge of amenities and activities across the entire resort including other hotel locations.

Tasks in this rotation may include, but are not limited to:

- Greet and respond to the needs of the hotel guest's upon arrival as well as the duration of their stay and their departure.
- Work closely with housekeeping and butler departments to ensure current information and status of the rooms
- Run arrival and departure reports for the front office.
- Process registration information and post charges accurately to guest's accounts.
- Update daily on correspondence, special billing, and memoranda instructions.

### **Rooms Coordinator**

The participant will work behind the scenes to accommodate the special requests of hotel guests and members. They will ensure all departments interacting with rooms have accurate timely information. The participant will assist all facets of the Rooms division to ensure the department is functioning to the highest level.

Tasks in this rotation may include, but are not limited to:

- Direct and manage telephone calls, e-mails and Kipsu messages for The Cloister Front Office.
- Manage inventory, maintain establish par levels, monitor and order supplies
- Assist with Front Office scheduling and timekeeping.
- Complete Guest Problem Resolution forms on any issues and follow up to ensure guest satisfactions
- Monitor all engineering special requests and filing for the department.



### **Summary of Job Descriptions**

**Position:** Concierge

**Basic Job Function:**

Provide information and assistance to Cloister guests and Sea Island Club Members. Anticipate and/or identify needs to achieve if not exceed maximum guest satisfaction. Promote the Sea Island legacy of warm genuine hospitality while upholding and ensuring compliance with all company and departmental policies and procedures

**Use of Company Vehicle:** Designated to drive a company vehicle

**Tasks/Responsibilities:**

- Learn the names and personally recognize our regular Guests and Members
- Maintain high visibility in lobby/front desk area, projecting a professional and polished appearance and contributing to the overall ambiance of hospitality
- Support Front Desk and Bell Service functions and answer roll over phone calls when needed
- Assist in maintaining and developing coastal Georgia information as a ready resource at the concierge desk
- Assist guests by making knowledgeable recommendations and, as requested, follow-up with Reservations and confirmation of a variety of services, including but not limited to shuttle transportation to airports, sightseeing tour information, dining, automobile rental, airline reservations, golf tee-times, hair salon and spa reservations
- Coordinate requests for deliveries of floral, fruit baskets, wine or other gifts to guest rooms
- Set up VIP amenities and ensure guest itineraries are complete and accurate
- Monitor the movie inventory and ensure we are accurately keeping record of their rentals.
- Work with all hotel departments to maintain maximum rapport and open communication channels to anticipate and satisfy guest's needs and demands
- Ability to problem-solve, coordinating necessary efforts through the appropriate departments and to consistently follow-up with guests and or member to ensure proper actions and responses have been received
- Document notable incidents with appropriate departments
- Maintain log entries of each guest encounter so that all Concierge staff can have ready access to previous happenings
- Strong detailed knowledge of the reservation system Open Course
- Maintain a thorough knowledge of current guest services, activities, dining options, shops, local attractions, and historical information regarding Sea Island and the surrounding area to answer any questions guests may have to the best of one's ability
- If applicable, complete a Guest Problem Resolutions (GPR) form on any issues (solved or unsolved issues) and follow-up on issues as needed (if computer access is not available give information to admin support)
- Maintains cleanliness and organization in all work areas
- Uphold appropriate departmental standards of quality/timing
- Uphold and ensure compliance with all company and departmental policies and procedures
- Report all equipment problems and maintenance issues, known safety hazards, or unsafe practices and procedures to supervisor immediately
- Attends all scheduled employee meetings and brings suggestions for improvement
- Willing and timely execution of other duties as delegated by leadership

**Minimum Requirements:**

- One (1) year experience in a Front Office, Concierge or Guest Services role working for a luxury hotel or resort preferred
- Experience working for a four or five star and/or diamond property preferred
- High School Diploma or equivalent credentials preferred
- College degree preferred
- Excellent communication skills, both written and verbal
- Ability to effectively operate all hotel computer systems
- Valid Georgia Driver's License
- Company policy requires that one must be 21 years of age or older to drive a company vehicle and pass a yearly Motor Vehicle Report (MVR) review
- Proficient in Windows XP and Microsoft Office software applications such as: Word, Excel, and Outlook
- Must pass Receptionist, Data Entry (3000+ cph), Telephone Message Taking, and Customer Service skill testing
- Proficient with peripherals, copier, fax, telephone and calculator
- Ability to provide simple math calculations
- Consistently aspires to fulfill our core Company values (Respect, Integrity, Passion, Teamwork, Accountability, Caring, Loyalty & Trust)
- Exhibits the Sea Island Five-Star Behavior Standards with guests, members and co-workers
- Must possess a positive attitude and have the ability to work with a variety of people and in cooperation with coworkers efficiently and effectively
- Must be detail oriented and able to manage competing priorities and multiple deadlines in a fast paced environment
- Ability to easily adapt to organizational and environmental changes
- Must be flexible to working days, early mornings, evenings, weekends, and holidays
- Report to work at the scheduled time, neatly groomed and in compliance with company Dress Code Policy

**Physical Requirements:**

- Ability to kneel, crouch, squat, climb, stand, sit, balance, reach, bend, push, pull and walk for prolonged periods
- If applicable, must have the ability to work for extended time periods in an outdoor environment, including sun, heat, cold, wind, rain, and higher than normal noise levels
- Ability to perform repetitive tasks with accuracy
- Ability to lift, carry, pull and push up to 30 lbs intermittently throughout a shift
- Ability to read, write and communicate effectively in English, both written and verbal
- May be exposed to mechanical, electrical, chemical and fume hazards
- No visible tattoos, visible body piercing or unnatural hair color or hairstyles per company grooming standards

**Position:** Front Office Receptionist

**Basic Job Function:**

Provide friendly, attentive, and timely service to create an exceptional experience for all of our guests and members. Promote the Sea Island legacy of warm genuine hospitality. Uphold and ensure compliance with all company and departmental policies and procedures.

**Tasks/Responsibilities:**

- Help maintain and develop coastal Georgia information as a ready resource at the concierge desk
- Maintain thorough knowledge of amenities and activities
- Greet and respond to the needs of hotel guests



- Learn the names and personally recognize our regular Guests and Members
- Frequent use of guest's names during conversation
- Directs guests to the appropriate locations
- Respond to all guest requests and follow through to assure satisfactory outcome and compliance
- Assist guests by making knowledgeable recommendations and, as requested, follow-up with Reservations and confirm of a variety of services, including but not limited to; shuttle transportation to airports, sightseeing tour information, dining, automobile rental, airline reservations, golf tee-times, hair salon and spa reservations
- Communicate with Housekeeping and Butler departments to ensure current information on status of rooms
- Provide friendly and courteous telephone manners to guests and co-workers
- Run arrival and departure reports for front office
- Read all information such as correspondence, special billing and memoranda instructions in order to be prepared for guests needs in advance
- Process registration information
- Post charges accurately to guest accounts into the register system
- Process payments and departures
- Adjust errors and correct discrepancies on guest accounts
- Enter and retrieve data to keep guest information current and to respond to internal needs to retrieve guest history
- File all records properly and keep current
- Coordinate requests for deliveries of floral, fruit baskets, wine or other gifts to guest rooms
- Work with all hotel departments to maintain maximum rapport and open communication channels to anticipate and satisfy guest's needs and demands
- Act to solve guest problems, coordinating necessary efforts through the appropriate departments and to consistently follow-up with guests to ensure proper actions and responses have been received

#### **Minimum Requirements:**

- One (1) year experience as Front Office Receptionist or Guest Services at a luxury hotel or resort preferred
- Experience working for a four or five diamond/star property preferred
- High School Diploma or equivalent credentials
- College degree preferred
- Excellent communication skills, both written and verbal
- Ability to effectively operate all hotel computer systems
- Proficient in Windows XP and Microsoft Office software applications such as: Word, Excel, and Outlook
- Must pass Receptionist, Data Entry (3,000+ cph), Telephone Message Taking, and Customer Service skill testing
- Proficient with peripherals, copier, fax, telephone and calculator
- Ability to provide simple math calculations
- Consistently aspires to fulfill our core Company values (Respect, Integrity, Passion, Teamwork, Accountability, Caring, Loyalty & Trust)
- Exhibits the Sea Island Five-Star Behavior Standards with guests, members and co-workers
- Must possess a positive attitude and have the ability to work with a variety of people and in cooperation with coworkers efficiently and effectively
- Must be detail oriented and able to manage competing priorities and multiple deadlines in a fast paced environment

- Ability to easily adapt to organizational and environmental changes
- Must be flexible to working days, early mornings, evenings, weekends, and holidays
- Report to work at the scheduled time, neatly groomed and in compliance with company Dress Code Policy

**Physical Requirements:**

- Ability to kneel, crouch, squat, climb, stand, sit, balance, reach, bend, push, pull and walk for prolonged periods
- If applicable, must have the ability to work for extended time periods in an outdoor environment, including sun, heat, cold, wind, rain, and higher than normal noise levels
- Ability to perform repetitive tasks with accuracy
- Ability to lift, carry, pull and push up to 30 lbs intermittently throughout a shift
- Ability to read, write and communicate effectively in English, both written and verbal
- May be exposed to mechanical, electrical, chemical and fume hazards
- No visible tattoos, visible body piercing or unnatural hair color or hairstyles per company grooming standards

**Position:** Front Office Coordinator

**Basic Job Function:**

Graciously and effectively, accommodate needs of the hotel guest and members. Ensure current and accurate information is generated so that guest needs are promptly executed.

**Tasks/Responsibilities:**

- Directs and manages telephone calls, emails, and Kipsu messages for Cloister Front Office
- Manage inventory, maintain and establish par levels, monitor and order Front Office supplies
- Assist with Front Office scheduling, payroll, and timekeeping
- Monitor front desk agents assisting with coordinating calls, emails, and Kipsu messages in the back office
- Works with all resort departments to maintain maximum rapport and open communication channels to anticipate and satisfy member and guest needs and demands
- Maintain Filing
- Maintain a thorough knowledge of current guest services, activities, dining options, shops, local attractions, and historical information regarding Sea Island and the surrounding area to answer any questions guests may have to the best of one's ability
- If applicable, complete a Guest Problem Resolutions (GPR) form on any issues (solved or unsolved issues) and follow-up on issues as needed (if computer access is not available give information to admin support)
- Monitor Hotsos engineering request
- Maintains cleanliness and organization in all work areas
- Uphold appropriate departmental standards of quality/timing
- Uphold and ensure compliance with all company and departmental policies and procedures
- Report all equipment problems and maintenance issues, known safety hazards, or unsafe practices and procedures to supervisor immediately
- Attends all scheduled team member meetings and brings suggestions for improvement
- Willing and timely execution of other duties as delegated by leadership

**Minimum Requirements:**

- Two (2) years of previous front office experience preferred
- Minimum six (6) months of experience operating a multi-line phone system
- Guest request/complaint desk experience preferred
- High School Diploma or equivalent credentials
- Excellent communication skills, both written and verbal
- Proficient in Windows XP and Microsoft Office software applications such as: Word, Excel, and Outlook
- Proficient with peripherals, copier, fax, telephone, and calculator
- Type 25+ wpm preferred
- Opera experience preferred
- Strong telephone etiquette is essential
- Must have strong administrative and communication skills
- Consistently aspires to fulfill our core Company values (Respect, Integrity, Passion, Teamwork, Accountability, Caring, Loyalty & Trust)
- Exhibits the Sea Island Five-Star Behavior Standards with guests, members and co-workers
- Must possess a positive attitude and have the ability to work with a variety of people and in cooperation with coworkers efficiently and effectively
- Must be detail oriented and able to manage competing priorities and multiple deadlines in a fast paced environment
- Ability to easily adapt to organizational and environmental changes
- If applicable, must be flexible to working days, early mornings, evenings, weekends, and holidays
- Report to work at the scheduled time, neatly groomed and in compliance with company Dress Code Policy

**Physical Requirements:**

- Ability to kneel, crouch, squat, climb, stand, sit, balance, reach, bend, push, pull and walk for prolonged periods
- Ability to lift, carry, pull and push up to 25 lbs intermittently throughout a shift
- Ability to read, write and communicate effectively in English, both written and verbal
- May be exposed to mechanical, electrical, chemical and fume hazards
- No visible tattoos, visible body piercing or unnatural hair color or hairstyles per company grooming standards