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ALBANY HOTEL

Renaissance Albany Hotel | 144 State St | Albany, NY 12207

Open Position Listing – Week December 6, 2016

Please submit your application online

<http://wellingtonsalbany.com/careers/>

Food and Beverage Departments

Banquet Server

Banquet Department

This person would provide guests in the catering department with the highest standards of food and beverage service at all functions. Reports directly to the Banquet Captain. Job requirements include basic reading, writing, and math skills; food service experience with general knowledge of banquet operations; knowledge of different table settings and styles of service; and good customer service and interpersonal communications skills. Physical requirements include walking and standing for the majority of each shift; carrying and lifting items (i.e., plates, utensils, trays, tables) frequently. Always notify the Captain or Supervisor before leaving the floor or banquet service area. Must be flexible and able to work all shifts; including AM's, PM's overnights, weekends and holidays. This is a part time position. (4)

Banquet House person

Banquet Department

This person would be responsible for being able to read a BEO and set up rooms, including AV requirements, according to BEO's. Be thoroughly familiar with the location of all function rooms and related areas and the various types of workable set-ups. Keep the total function room area and storage areas clean and neat at all times. Perform periodic total cleaning of the area, as assigned by Supervisor or Banquet Manager. Check with Supervisor or Banquet Manager before leaving for the day. This is a part time position. Must be flexible and able to work all shifts; including AM's, PM's, weekends and holidays. (2)

Banquet Bartender

Banquet Department

Prepares beverages for banquet guests in a prompt and courteous fashion while maintaining a high level of quality and consistency to ensure guest satisfaction. Prepares beverages requested by banquet guests or banquet servers according to standard operating procedures establishing proper portions and ingredients to control costs and provide consistent product to the guest. Monitors guest behavior and guest alcohol consumption to determine when alcohol service to the guest should cease; notifies management of incidents involving excessive alcohol consumption or impaired condition of customers; checks identification whenever the age of a guest requesting an alcoholic beverage service is questionable. Sets up portable bar including all liquor, mixers, ice, garnishes, glassware and supplies; inventories beginning and ending liquor and beverages. TIPS certified preferred. Must be able to work AM's, PM's, weekends and holidays. (1)

Line/Banquet Cook

Culinary Department

To produce a consistent, quality food product through the use of standardized recipes, following all safety and local sanitation guidelines. Required to lift minimum of 30 lbs., able to climb stairs. Flexible. Standing and walking for the majority of each shift. Must be flexible with and able to work all shifts including; AM's, PM's, weekends and holidays. Obtain a forecast from the restaurant manager / supervisor and make enough food to meet the forecast. Complete all assigned preparatory work including the set-up of the front line. Make sure all items in refrigeration are stocked and properly stored. Maintain strict food sanitation standards. Meet or exceed hotel policies regarding 15-minute food orders. Must be flexible and able to work all shifts; including AM's, PM's, weekends and holidays. (3)

AM/PM Restaurant Server

Wellington's

This person would greet and seat guests in our restaurant. Assist managers and other workers with opening or closing of the restaurant server will provide friendly, responsive service to create an exceptional dining experience for all of our guests. Each server's primary objective is to show our guests such a marvelous time, they will want to return again and again. Be able to welcome and greet guests, ensuring that all our guests feel comfortable and let them know you're there to personally take care of them. Inform guests of specials and menu changes. Make recommendations on the menu and answer questions about our food, beverages and other restaurant functions and services. Take food and beverage orders from guests, enter orders in our point-of-sale system which relays orders to the kitchen and bar. Be able to stand for long periods of time (up to 5 hours). Be able to safely lift and easily maneuver trays weighing up to 20 to 25 pounds. This is a full time position. Must be able to work all shifts including AM's, weekends and holidays. (3)

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In Room Dining Server

In Room Dining Department

Room Service Server provides prompt and courteous service of food and beverage to guests' rooms while maximizing sales. Responsible to guests. Reports directly to Restaurant Supervisor. Skills Required: Food service experience preferred. Outgoing personality. Ability to understand and carry out instructions. Basic reading, writing and math skills. Physical Requirements: Standing, speaking, hearing, able to carry between 20-40 lbs., walking, lifting, reaching overhead, pushing, pulling, bending and able to walk stairs. Duties include Delivers and serves food and beverage to hotel guest's room; sets up and serves the order in the guest's room. Provide prompt and courteous service. Complete customer payment transactions as outlined in cash and charge procedures. Maintains tray control forms for tray pick-up within one hour. This is a part time position. Must be able to work all shifts including AM's, PM's, weekends and holidays. (1)

Restaurant Barback

Wellington's

To assist bartenders and servers in any way possible to ensure proper, prompt and courteous service to all guests. Stock needed supplies in for bar and side stand. Assist bartenders and servers during meal period. Polish silverware and glasses. Reset tables with linen and settings. Provide a high level of service under stressful conditions. Ensure all stemware on tables are polished to standards. All back of house areas are clean before leaving for the night. Respond to any reasonable task as assigned by supervisor or manager. Assist in other departments as needed. (2)

Rooms Departments

Delighted to Serve (PBX Operator)

Rooms Department

PBX Operator provides central communications point for hotel operations through answering all incoming hotel phone calls in a prompt, friendly, and courteous manner. Responsible to guests. Reports directly to Front Office Manager. Skills include: basic reading and writing skills with some prior switchboard experience preferred, interpersonal skills, oral communications skills. Physical requirements: Speaking, listening, and using a keyboard to type, usually done while sitting down. Provides courteous, efficient telephone service to guests and public; accurately records messages and promptly notifies guest or hotel employees. Provides/sets wake-up calls to guests' rooms. Provides guests with local directions and general information in a courteous and accurate manner. Keeps work area neat and organized in accordance with standards. Notifies supervisor of incidents or conflicts that affect normal business operations or guest services. Records incoming packages, mail or faxes and promptly notifies guests. This is a part time position. Must be able to work all shifts including AM's, PM's, weekends and holidays. This is a part time position. This is a part time position.(1)

Shuttle Driver (Part Time)

Reception Department

Ability to meet the public with poise and attentive to individual guest's needs. Ability to lift heavy objects or luggage. Dependable. Drives courtesy van to and from the airport, hotel, and other destinations. Inspects and maintains courtesy van. Utilizes shuttle for guest needs and upon management requests. Documents and reports all vehicle incidents. Helps guests in and out of cars. Valid driver's license/clear driving record required. This is a part time position. Must be available AM's, PM's weekends and holidays. (1)

Security Officer

Security Department

The Security Officer position will spend majority of shift on foot patrol, walking, climbing stairs of the interior and perimeter of the hotel to observe and identify potential security and safety risks or undesirable conditions. Requires verbal communication using pager and two way radio, bending, stooping and kneeling. Maintain order in the hotel, dealing with the welfare of guests, and assisting with door lock problems. Coordinate expedient response to emergency conditions such as fire, fire or safety hazards and threats to life and/or property in a calm, rational and persuasive manner. Handle undesired conduct and potential violations of hotel policy as warranted for the security and safety of hotel guests, associates, patrons and property. Requires grasping, lifting and or carrying or otherwise moving persons, packages, luggage, wheelchairs and safety equipment using manual dexterity of hands. Watch for suspicious persons entering, exiting, or loitering around building. Conduct walk through observations of entire hotel. Promote safe work practices. Answer security telephone and safety hotline calls and respond in a timely manner based on priority. Observe the security monitors for any unusual activity and in the case of suspicious behavior report directly, via radio, to the supervisor on duty; report any alarms similarly. Must be NY State Security Certified and have 1 year of Security experience. This is a part time on call position.(1)

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Management Positions

Front Office Supervisor

Rooms Department

Oversees the front desk operation during the shift while ensuring guest satisfaction and revenue optimization through check in, check out and attentive coordination of hotel services for the guest. Responsible for all policies and procedures at the front desk as well as handouts and franchise club benefits. Supply the Front Desk Manager a bi-monthly inventory of guest supplies and office supplies (folios, registration cards, handouts, pens, paper clips, printer ribbons, etc.). Adhere to and insure all franchise standards are met by all Guest Service Reps. Coordinate with the Front Office Manager and Supervisors the work schedule for the following week. Work closely with FOM for future maximization of revenue through Yield Management, how to handle oversells, and to coordinate the same with the Manager On Duty, Sales (if a group is involved), and any other staff that is affected. Direct the operations of the front desk in the absence of the Front Office Manager. Coordinate with the FOM the hands on training of all new GSR's in connection with the formalized training documents that are standards of the franchise training programs. **This is a 3rd shift full time position**