UNIVERSITY OF SOUTHERN CALIFORNIA

Hotel Room Service Server (Union Only)

Job Code: 143030

Grade: 00
OT Eligible: Yes
Comp Approval: 2/7/2013

JOB SUMMARY:
Provides prompt and courteous food and beverages to hotel guests' rooms while maximizing sales and guest satisfaction.

JOB ACCOUNTABILITIES:

*A/M/NA % TIME

Provides professional delivery of food and beverage service to hotel guest's room, sets up and serves order to guest.

Answers hotel room service phones and records orders; takes accurate food and beverage orders and provides suggestions to customers based on established menus.

Maintains tray tracking system and ensures trays are removed from the guest corridors regularly.

Conducts service transactions. Accepts and processes payments for food and beverages in compliance with cash handling policies and procedures, and university and department guidelines.

Maintains cleanliness of facilities.

Sets up, clears, and maintains complimentary refreshments for hotel guests in lobby in the morning and afternoon.

Assists in kitchen sanitation program. Complies with standard food handling and sanitation procedures.

Adheres to department service standards and to all health, safety and university rules and regulations.

Responds quickly to guest requests in a friendly manner; follows up to ensure guest satisfaction.

Reports to station, ready to work at the time work assignment is scheduled to begin. Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.
*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

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<th>Essential</th>
<th>No</th>
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In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

Less than high school

**Minimum Experience:**

6 - 12 months

**Minimum Field of Expertise:**

Demonstrated customer service experience. Experience working in a fast paced work environment. Ability to effectively communicate in English.

**Preferred Experience:**

1 year

**Preferred Field of Expertise:**

Experience in a high volume hotel.

**Skills: Administrative:**

Answer telephones
Compute totals
Gather data
Input data
Use database and/or word processing software

**Skills: Machine/Equipment:**

Calculator
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Photocopier

**Skills: Specialized Equipment:**

Coffee maker
Food and beverage preparation equipment
Freezer
Refrigerator
Toaster

Skills: Trade/Auxiliary:
  Communicate with others to gather information
  Compute totals
  Customer service
  Handle cash
  Maintain records, logs, etc.
  Serve customers
  Serve food and beverages
  Understand and apply policies and procedures

Supervises: Level:
  May oversee student, temporary and/or resource workers.

Comments:
  Understands that regular attendance and punctuality is expected of all employees. Maybe asked to work overtime. Must be able to thrive in a fast paced working environment. Must have flexible schedule. Able to work any shift as assigned.

SIGNATURES:

Employee: _____________________________________  Date:_____________________________

Supervisor: _____________________________________ Date:_____________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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