

# ShieldHOTELS

**Position Title:** Breakfast Attendant

**Reports To:** General Manager

**Date Written/ Revised:** 3/21/2025

## **Position Purpose:**

Ensure a pleasant breakfast experience for hotel guests by preparing, stocking and maintaining the breakfast area, while providing exceptional customer service.

## **Examples of Duties:**

- Provide excellent customer service to all hotel guests
- Perform a variety of food preparation duties such as preparing hot foods and cold breakfast food and beverages
- Clean and maintain kitchen equipment, utensils, service and eating areas
- Brew coffee, tea, etc.
- Operate food preparation equipment
- Order supplies, put up stock and keep records
- Maintain brand standards as well as Health Department Requirements
- Responsible for setting up and replenishing all breakfast food items
- Greet and serve guests as needed
- Remain visible during breakfast hours to ensure you are able to handle guest concerns as they arise
- Take initiative in offering assistance and answer questions as needed
- Train new associates as needed
- Thoroughly understand and implement brand service culture
- Perform all shift checklist responsibilities
- Perform other duties as assigned.

# ShieldHOTELS

## **Other:**

- Regular attendance in conformance with the standards, that may be established by Shield Hotels from time to time is essential to the successful performance of this position. Employees with irregular attendance will be subject to disciplinary action, up to and including termination of employment.
- Due to the cyclical nature of the Hospitality industry, employees may be required to work varying schedules to reflect the business needs of the hotel.
- Upon employment, all employees are required to fully comply with Shield Hotels rules and regulations for the safe and efficient operation of Hotel Facilities. Employees who violate Hotel Rules and Regulations may be subject to disciplinary actions, up to and including termination of employment.

## **Specific Job Knowledge, Skills, and Abilities:**

- Previous experience in food service, hospitality, or customer service is preferred but not required.
- Strong interpersonal and communication skills.
- Ability to work in a fast-paced environment while maintaining a positive attitude.
- Basic knowledge of food safety and sanitation guidelines.
- Ability to lift up to 25 lbs and stand for extended periods.
- Dependability, punctuality, and a team-oriented mindset.

## **Grooming Standards:**

# ShieldHOTELS

All employees must maintain a neat, clean and well-groomed appearance in line with handbook standards, as well as food and beverage health and safety standards.