



Breakfast Attendant Job Description

Organization

- Report for duty on time with departmental personal presentation standards (uniform & nametag)
- Submit time off requests per department guidelines
- Be aware of planning learning/training and attend as required
- Organize your workstation to ensure you can deliver excellent customer service
- Be aware of department standards, goals, objectives, and performance
- Communicate clearly between customers, reservations, housekeeping, and other hotel departments - both ways

Customer Engagement

- Be proactive in ensuring all guests are welcomed and have departed promptly
- Demonstrate and prioritize customer needs and wants
- Respect the privacy of our customers
- Maintain a safe, secure environment for yourself, guests, and co-workers

Team Work

- Ensure your behavior respects the privacy, safety, and security of our guests and co-workers
- Provide constructive suggestions and feedback to management
- Apply yourself fully during team training and briefings
- Always deliver your best in your role and support your co-workers
- Prep and cook food on the daily breakfast menu
- Follow all procedures for cleanliness, sanitation, and recording readings
- Assist with ordering of food
- Because this position plays a key role in the daily success of the hotel operation, if you are calling in for any reason, you must do so at a minimum of 4 hours before your scheduled shift.

Name _____ Date:
