



## Holiday Inn Denver - Lakewood



We're hiring. Join our team.



*The **Holiday Inn Denver - Lakewood** is committed to providing the best possible climate for employee development and achievement. We seek to develop the spirit of teamwork; individuals working together to attain a common goal.*

*The property is operated by **Granite Hospitality, LLC**, a family-owned company out of Scottsdale, Arizona. The management company currently manages four properties located in Colorado, California and Arizona. When you work at the Holiday Inn Lakewood, you will get to know the management team as they are often on property assisting in renovations, day-to-day operations and human resources.*



**Holiday Inn**

DENVER LAKEWOOD

*Full- and part-time  
positions available:*

Front Desk Agents  
Night Auditors  
Room Attendants  
Laundry Attendants  
Maintenance Techs

Host/Hostess  
Servers  
Bartenders  
Kitchen staff  
Dishwasher  
Banquet Servers  
Banquet Setup

Benefits for full-time employees include, but are not limited to:

- + 80 percent of insurance covered by employer
- + Paid time off (PTO)
- + Discounted hotel room rates for you and your friends & family around the world

# Food & Beverage Supervisor

## Job Description:

We are looking for a highly self motivated individual to help assist our management team in the overall operation of day-to-day food and beverage on property. With over 5,000 square feet of banquet space and a remodeled lounge and restaurant, we look to bring on an individual with a great work ethic, proven track record, and an overall personal drive to help grow, promote, and raise the overall business of all outlets.

## Job Responsibilities:

The food & beverage supervisor is responsible for the following:

- +Organize, direct and evaluate food and beverage service.
- +Shift scheduling.
- +Training and monitoring performance of staff.
- +Purchase and control equipment and supply inventory.
- +Ensure health and safety practices.
- +Guest interaction in restaurant and banquets.
- +Ensure overall cleanliness and presentation of restaurant and banquets.
- +Maintain consistent quality.
- +Maintain daily logs, deposits and cash management.
- +Work directly with hotel sales staff to help drive business.

## Job Requirements:

- +Two years restaurant/banquet supervisory experience.
- +Knowledge of audio/visual equipment.
- +Culinary arts experience preferred.
- +Organizational and leadership skills.
- +Ability to work under pressure and multi-task.
- +Must be proficient with Micros, Microsoft Office, Excel, PowerPoint, Outlook.
- +Must be a hands-on, self motivator.
- +Opera or other hotel PMS software experience preferred.

## Details:

This is a salaried, full-time position that will require 40-50 hours/week. The food & beverage supervisor must be willing to work a flexible schedule that often includes mornings, nights, weekends and holidays.

# Housekeeping - Room Attendant

## Job Description:

The room attendant's job is to assure the highest possible level of guest satisfaction. This person is responsible for the cleanliness of guest rooms as well as the cleanliness of common areas as assigned. The room attendance should demonstrate and promote a strong commitment to providing the best possible experience for guests and employees.

## Job Responsibilities:

Room attendants are responsible for cleaning assigned guest rooms in accordance with brand standards:

- +Make beds and fold terry.
- +Replace dirty linens and terry with clean items.
- +Vacuums room and hallways.
- +Cleans mirrors and windows.
- +Cleans bathrooms.
- +Removes trash.
- +Removes room service trays.
- +Replace guest amenities and supplies in rooms. i.e. soap, shampoo, coffee, etc.
- +Check that all appliances are present in the room and in working order.
- +Straighten desk items, furniture, and appliances.
- +Dust, polish, and remove marks from walls and furnishings.
- +Report maintenance issues to rooms inspector/manager immediately.
- +Properly tags lost and found items and turns them into management.

In addition, rooms attendants are responsible for:

- +Stocking and maintaining housekeeping carts and storage rooms.
- +Offering guest assistance when needed.
- +Complying with all safety and security policies in accordance with brand standards.
- +Other duties as assigned.

## Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to:

- +Stand.
- +Walk.
- +Use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms.
- +Stoop, kneel, crouch, or crawl.
- +Climb or balance, talk and hear, and taste or smell.
- +Lift and/or move up to 50 pounds.

# Front Desk Agent

## Job Description:

The guest service representative will greet guests upon arrival, check guests in and out of the hotel, inform them about hotel facilities/services, fulfill their requests during their stay, answer telephone inquiries, make reservations, and other duties as assigned. The guest service representative is responsible for ensuring satisfaction from the moment a guest arrives until they check out.

## Job Responsibilities:

Front desk attendants are responsible for:

- +Registering guests in a timely and efficient manner and assigns rooms
- +Effectively coordinating relocation of guests when necessary
- +Maintaining accurate record of room inventory at all times
- +Answering inquiries pertaining to hotel services, registration of guests, shopping, dining, entertainment and travel
- +Maintaining a working knowledge of rate structure and marketing programs, and up-sells whenever possible
- +Maintaining guest accounts: guest checks, master accounts, vouchers, gift certificates, etc.
- +Providing effective communication to all departments of guest activity
- +Answering phones in a professional manner
- +Making, modifying and canceling reservations for guests as required
- +Ensuring that the front desk and back office is clean and well organized
- +Initiating and monitoring shift checklists for proper completion of tasks
- +Counting out cash box and bank drawer at beginning of shift
- +Computing bill, collecting payment, and making change for guests
- +Posting incidental charges to guest accounts
- +Encoding key cards for guests
- +Performing all procedures as outlined by the franchise's standards manual
- +Performing incidental cleaning as needed, i.e., stripping beds and removing trash
- +Communicating issues, concerns, complaints, compliments, and suggestions to the management of the organization and not to other associates, guests, etc.

## Job Requirements

- +Strong customer satisfaction disposition.
- +Ability to communicate with public, hotel staff and management in a professional manner.
- +Must have a pleasant personality and ability to handle guest concerns.
- +Must be a team player.
- +Practice life safety and security in accordance with franchise standards.
- +Must maintain a high level of professional appearance and demeanor.
- +Knowledge of IHG Rewards and other IHG programs.
- +Experience in Opera PMS preferred.