

# Whitestone Hospitality Management

## Job Description – Breakfast Attendant

**Position:** Breakfast Attendant  
**Reports To:** Head Housekeeper/Facilities Manager

**Requirements:** High School diploma or higher level education.  
1 year Housekeeping experience or breakfast attendant

### General Responsibilities

- ❑ Breakfast Attendants are responsible attending to food and beverage area ensuring a high level of quality and consistency.
- ❑ Adhere to all health, sanitation and cleanliness standards that meet state and local Health Board inspections, brand standard and company requirements.

### Primary Functions:

#### **Quality:**

- Guest Service: Ensure that the hotel meets/exceeds Whitestone and Brand standards for guest satisfaction.

#### **Leadership:**

- Work Ethic: Demonstrate a high level of integrity, take ownership of personal and team actions, communicate effectively, promote collaboration, nurture a positive, professional work environment, and adhere to Whitestone's Standard Operating Procedures.

### Specific Responsibilities:

- Prepare and/or transport all food and beverage items and supplies, equipment and materials to and from the buffet breakfast area
- Continuously monitor area to ensure adequate supplies of food, beverages, supplies, condiments, etc. to serve all guests
- Follow proper preparation methods, and quality standards
- Welcome guests, make conversation to find out about guest's stay and experience as well as gathering general information about guests and their trip
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- Respond to requests in a prompt and professional manner
- Purchase and/or request for purchase inventory to ensure adequate stock of food, beverage, supplies and equipment
- Monitor food and beverage costs based on budget
- Maintains and follows breakfast food schedule
- Ensure procedures are followed for the security and proper storage of all products, inventory and equipment to minimize waste

- Maintain a clean, neat and well-organized work and breakfast area, including but not limited to hoods, filters, tables, carts, ovens and grills, sinks, refrigerators, floors and counters
- Empty trash and clear tables
- Check the working condition of equipment and report to supervisor all unsafe or malfunctioning equipment
- May operate dishwashing machine in accordance with manufacturer specifications and instructions and store clean supplies in assigned storage location
- Inspect items for wear and tear
- Ensures compliance with energy conservation and job safety requirements
- Proactively maintain assigned areas and equipment
- Ensure efficient completion of daily assignments in a timely manner
- Report all safety concerns to management
- Attend and participate in all mandatory trainings
- Flexible with schedule and assignments as well as duties in other departments
- Maintain effective performance under pressure
- May perform similar duties as requested by supervisor

#### **Optimum Attributes:**

- Good customer service skills
- Ability to work independently and with others
- Good communication skills
- Attention to detail
- Ability to occasionally lift/carry up to 35 lbs.
- Ability to multi task
- Displays good initiative
- Must hold all mandatory certificates based upon brand and area requirements
- Must be able to work weekends and various schedules and shifts

#### **Performance standards:**

- Performance shall be measured by budgeted REVPAR, MSI Index, Guest Service Index (GSI) and the Associate Standard Index (ASI). For the \_\_\_\_\_ hotel, the budgets are as follows:

▪ REVPAR	_____
▪ MSI INDEX	_____
▪ GSI	_____
▪ ASI	_____