



USC University of
Southern California

Hotel Room Service Server (Union Only) Job Description

JOB INFORMATION

<i>Job Code:</i>	143030
<i>Job Title:</i>	Hotel Room Service Server (Union Only)
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee student, temporary and/or casual workers.
<i>Job Family:</i>	Hotel Service (Union)
<i>Job Family Group:</i>	Auxiliary Services 1
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

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

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Less than high school	

Additional Education

Check here if experience may substitute for some of the above education.

<input type="checkbox"/>	Combined experience/education as substitute for minimum education
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Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		<1 year	
	X	1 year	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

<input type="checkbox"/>	Combined experience/education as substitute for minimum work experience
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Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Demonstrated customer service experience.
X		Experience working in a fast paced work environment.
X		Ability to effectively communicate in English.
	X	Experience in a high volume hotel.

Licenses

Req	Pref	License(s)
X		Valid California Food Handler Card or obtain card within first 30 days of hire.

Other Job Factors

- Understands that regular attendance and punctuality is expected of all employees.
- May be asked to work overtime.
- Must have flexible schedule. Able to work any shift as assigned.

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
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.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
Campus Security Authority (CSA)			Essential:
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected

under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job.