



JOB DESCRIPTIONS

Professional Appearance Standards

HospitalityStaff® professional appearance standards reflect our organization's culture. As a representative of HospitalityStaff®, your dress and grooming decisions should reflect a genuine concern for our clients through a hospitable, professional attitude and sensitivity to safety issues.

All associates are required to follow the professional appearance standards established by HospitalityStaff®. Please take pride and great care in your personal appearance, as you are a direct reflection of our company and our clients company.

General Overview

- Being fresh is required; bathing and using deodorant is essential.
- Cologne and perfume should not be worn on assignment.
- Fingernails must be kept clean and trim. They should not be extreme or unusual. Only clear polish, if any should be worn.
- Jewelry should be worn in moderation. One ring per hand is permitted. Women may wear one pair of (nickel size or less) earrings. For men, earrings are not permitted. Necklaces and bracelets should be simple, inconspicuous and in good business taste.
- Men may have mustaches neatly trimmed. Beards are not allowed except for documented medical reasons and must be neatly trimmed. You should go to your assignment cleanly shaven each day. No extreme hairstyles or ponytails are allowed.
- Women's make-up should be light and worn in a conservative fashion with no extreme colors. Hair must be pulled back and up. No extreme hairstyles or color are allowed.
- Chewing gum or smokeless tobacco is not allowed. Smoking is permitted only in designated areas and during designated breaks only.
- Sunglasses are not permitted unless at outdoor functions with permission of HospitalityStaff®'s clients.
- No "visible" tattoos or body piercing are allowed while on assignment.
- Uniforms designated by individual job descriptions should be clean and wrinkle free. Uniforms must be worn upon entering a client's operations. **Nametags are part of your uniform!**
- Wear a plain white T-shirt under tuxedo shirt and chefs jacket.
- Wear only **black** sock with all uniforms except chefs uniform.

Associates must be on time to assignments, in uniform and properly groomed to HospitalityStaff® professional appearance standards with a positive hospitable attitude.



BANQUET WAITSTAFF and/or CAPTAIN

- Only experienced or HospitalityStaff® trained Waitstaff.
- Understand traditional table place settings.
- Must be willing to perform any duties set forth by client Captains/Managers.
- Ability to carry 10 entrees on an oval tray and load post function trays to minimize breakage safety concerns.
- TOOLS: Waiters corkscrew, pen and lighter.
- UNIFORM REQUIREMENTS:
 - ◇ White TUXEDO wingtip shirt.
 - ◇ Black TUXEDO slacks or black TUXEDO skirt.
 - ◇ Black bow tie and cummerbund.
 - ◇ Black socks for slacks, neutral hose with skirts.
 - ◇ Black shoes that hold a polish and have slip-resistant soles (no tennis shoes).
 - ◇ Black TUXEDO jacket or vest (based on city).

BARTENDERS

- Minimum one year experience.
- Must be bondable.
- Knowledge of set up of speed bars and ability to work quickly and friendly.
- TOOL REQUIREMENTS: same tools required as Banquet Waitstaff above.
- UNIFORM REQUIREMENTS: same uniform required as Banquet Waitstaff above.

CULINARY

- Knowledge of proper culinary sanitation practices, including temperature danger zones.
- Ability to work quickly while understanding the safety standards in a professional kitchen including correct slicing and dicing techniques.
- Knowledge of basic cooking principles including volume prep and cooking techniques.
- At least 2 years experience in the culinary field willing to assist in any kitchen station with minimum supervision and a good attitude.
- TOOL REQUIREMENTS: French knife, Paring knife, 5" Boning knife, tongs and a spatula.
- UNIFORM REQUIREMENTS:
 - ◇ Clean white chef's jacket and kitchen check pants.
 - ◇ Black shoes which will hold a polish and have slip resistant soles (no tennis shoes)
 - ◇ Black or white socks.
 - ◇ Clean apron.

CARVING & SAUTE CHEF

- Knowledge of carving techniques used to carve bone in and out meats.
- Ability to organize and work a sauté station quickly, efficiently and with a hospitable attitude toward the clients guests.
- TOOL REQUIREMENTS: 10" French knife, 12" slicer, 5" bone knife, steel and carving fork.
- UNIFORM REQUIREMENTS: The same uniform required as our culinary position above.

CAFÉ SERVER

- Ability to serve all items offered in a quick and friendly manner, ability to get along with other associates and public.
- Understanding of food handling, sanitation and temperature danger zones.
- Requires client knowledge of portion control.
- Basic sandwich prep, salad prep and light line prep.
- UNIFORM REQUIREMENTS:
 - ◇ White shirt with collar (short sleeve – summer only).
 - ◇ Black slacks (no jeans).
 - ◇ Black socks.
 - ◇ Black shoes which will hold a polish and have slip resistant soles.

CASHIERS

- Must have good arithmetic skills.
- Ability to count change and basic charge card transaction knowledge.
- Be able to work with the public quickly and friendly.
- Must have 6 months experience and be bondable.
- UNIFORM REQUIREMENTS: same uniform required as café server position above.

CONCESSIONS ASSOCIATE

- Understand basic food service sanitation.
- Must be willing to do any tasks set forth by client's management team.
- Capable of working with the public and fellow associates quickly, in a safe manner and maintain a friendly, hospitable attitude.
- UNIFORM REQUIREMENTS: same uniform required as café server position above.

DINING HOST/HOSTESSES

- Must have a pleasant, friendly demeanor and a hospitable attitude.
- Capable of working with the public and fellow associates in a fast paced environment.
- Willing to assist in any facet of dining room in a quick, efficient manner as outlined by client management.
- UNIFORM REQUIREMENTS:
 - ◇ White professional dress shirt (no T-shirts).
 - ◇ Women: Black dress slacks or black dress skirt (knee length).
 - ◇ Men: Black dress slacks.
 - ◇ Black socks for slacks, neutral hose with skirts.
 - ◇ Black shoes that hold a polish and have slip resistant soles (no tennis shoes).

DINING BUS PERSONS

- Ability to clear tables of soiled dishes and all scullery quietly and efficiently.
- Must be able to handle a station of 18 to 20 tables.
- Must be able to carry a wait tray full of soiled dishes 100 feet.
- Willing to assist in any tasks assigned by client's management team with a friendly attitude.
- UNIFORM REQUIREMENTS: same uniform required as dining host/hostesses above.



BANQUET HOUSEMAN

- Must be able to roll 6' round tables through corridors and lift up to 50 pounds.
- Knowledge of different types of room set-ups.
- Able to stack 6' by 30" tables, move 10 chairs stacked with a chair dolly quietly and safely.
- Willing to perform any tasks assigned by the client with a friendly, hospitable attitude.
- UNIFORM REQUIREMENTS:
 - ◇ White shirt with collar (short sleeve - summer only).
 - ◇ Black slacks (no jeans).
 - ◇ Black socks.
 - ◇ Black shoes that hold a polish and have slip resistant soles (no tennis shoes).

STEWARDS/UTILITY WORKERS

- Must understand scullery operations of a commercial kitchen.
- Ability to assist in both hot and cold plate-ups, and perform any duties set forth by the client quickly and with a hospitable attitude.
- UNIFORM REQUIREMENTS: same uniform required as Banquet Houseman above.

LAUNDRY HOUSEMAN

- Ability to lift 50 pounds with no restriction.
- Able to take direction from supervisor and work quickly and safely.
- Stocks linens, removes garbage, vacuums, cleans public areas and has willingness to perform any task requested by client.
- UNIFORM REQUIREMENTS: same uniform required as Banquet Houseman above.

HOUSEKEEPERS

- Must have a minimum of 6 months current housekeeping experience.
- Able to handle 16 checkout rooms in an 8-hour work period.
- Must be bondable.
- Ability to work well with others and have a hospitable attitude toward guests.
- UNIFORM REQUIREMENTS:
 - ◇ White shirt with collar.
 - ◇ Black slacks or skirt (knee length).
 - ◇ Black socks for slacks, neutral hose with skirts.
 - ◇ Black "uniform type" shoes (no tennis shoes).



CONVENTION HOST/HOESSE

- Must have exceptional poise and professional demeanor, and very hospitable attitude.
- Able to communicate verbally with anyone in English and at least one other language.
- Ability to discriminate information quickly to assist in representing our client's products.
- Able to stand for an entire shift.
- UNIFORM REQUIREMENTS:
 - ◇ Women: In professional dresses or business suits. Professional hairstyle and make-up. Shoes determined by client.
 - ◇ Men: In business suits, dress shoes and matching socks. Freshly shaven with a professional haircut.

CONVENTION SET-UP

- A minimum of 1 year verifiable experience, with knowledge of pipe/drape and commercial staging set-up.
- Must be able to lift 60 pounds, and be bondable.
- UNIFORM REQUIREMENTS:
 - ◇ White polo shirt.
 - ◇ Black or khaki slacks (black jeans OK).
 - ◇ Black or white socks.
 - ◇ Black shoes that hold a polish with slip resistant soles.
 - ◇ Back brace.

TRAYLINE ASSISTANT

- KNOWLEDGE OF PATIENT DIETARY MENUS.
- Able to assist in all trayline procedures.
- Understand basic food service sanitation, food handling, and temperature controls.
- Assist with scullery operations as directed.
- Must be willing to perform any duties set forth by the client with a hospitable attitude.
- UNIFORM REQUIREMENTS:
 - ◇ White shirt with collar (short sleeve - summer only)
 - ◇ Black slacks (no jeans).
 - ◇ Black or white socks.
 - ◇ Black shoes that hold a polish and have slip resistant soles (no tennis shoes).