UNIVERSITY OF SOUTHERN CALIFORNIA
Hotel Room Service Server (Union Only)
Job Code: 143030

OT Eligible: Yes
Comp Approval: 2/7/2013

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

JOB ACCOUNTABILITIES:

* Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY RESPONSE/RECOVERY:
Essential: No
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.

**JOB QUALIFICATIONS:**

**Minimum Education:**
Less than high school

**Minimum Experience:**
6 - 12 months

**Minimum Field of Expertise:**
Demonstrated customer service experience. Experience working in a fast paced work environment. Ability to effectively communicate in English.

**Preferred Experience:**
1 year

**Preferred Field of Expertise:**
Experience in a high volume hotel.

**Skills: Administrative:**
- Answer telephones
- Compute totals
- Gather data
- Input data
- Use database and/or word processing software

**Skills: Machine/Equipment:**
- Calculator
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Photocopier

**Skills: Specialized Equipment:**
- Coffee maker
- Food and beverage preparation equipment
- Freezer
- Refrigerator
- Toaster

**Skills: Trade/Auxiliary:**
- Communicate with others to gather information
- Compute totals
Customer service
Handle cash
Maintain records, logs, etc.
Serve customers
Serve food and beverages
Understand and apply policies and procedures

**Supervises: Level:**
May oversee student, temporary and/or resource workers.

**Comments:**
Understands that regular attendance and punctuality is expected of all employees. Maybe asked to work overtime. Must be able to thrive in a fast paced working environment. Must have flexible schedule. Able to work any shift as assigned. Must have valid California Food Handler Card or obtain card within first 30 days of hire.

**SIGNATURES:**

Employee: ___________________________  Date: ___________________________

Supervisor: ___________________________  Date: ___________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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