

Sales Account Executive

Job Summary: Responsible for all the sales activities for the hotel's services.

Job Description: Answers telephone call inquiries, promotes and sells the hotel's services to corporate clients or individuals. Prepares action plans, schedules and sales materials to meet sales quotas. Processes orders, prepares correspondence, and fulfills customer needs to ensure customer satisfaction. Interacts with customers by phone or through field visits, to maintain favorable relationships. Develops new prospects through referrals, networking, or telephone canvassing using a prepared selling script, direct mail or email. Prepares bids, makes presentations and negotiates with new customer prospects to close deals. Provides sales quotations for current and potential customers to sustain and renew client contracts. Carries out market research, conducts competitor and customer surveys, prepares reports, charts, and other statistics for the sales manager to formulate effective marketing and sales protocols so as to retain customers as well as develop new market initiatives. Works with customer service teams to support customers and resolves customer concerns to ensure products and services consistently meet client needs. Works with marketing, sales, and product development teams to implement business development initiatives and marketing programs to develop and attract a strong pipeline of new customer prospects in addition to retaining key target customers.

Job Specifications: Requires a minimum of an associate's degree in business administration, hospitality management or communications, and at least 2 years of experience in the field or in a related area. Strong selling, interpersonal, customer service, communication and presentation skills. Ability to persuade, influence people with integrity and build trust, collaborate with others in cross-functional areas, and work independently to drive results. Knowledge of advertising and sales techniques. Ability to work under pressure to meet sales quotas. Highly motivated, results-oriented, and have high degree of creativity and flexibility to solve customer problems and requests. Willingness to travel extensively, work a flexible schedule, be available to respond to the requests of difficult customers and work in teams. Typically reports to a manager or head of a unit/department.

		Factor Levels					Total
Compensable Factor	Weight	1	2	3	4	5	
1. Skill	20%						
a. Education	10%	1	50	100	150	200	10
b. Work Experience	10%	1	75	150	225	300	15
2. Effort	30%						
a. Analytical Problem Solving	15%	25	100	400			60
b. Complexity of Task	15%	50	100	200	400		60
3. Responsibility	40%						
a. Delighting Customer	15%	1	200	400			60
b. Risk of Job Failure to the Organization	25%	25	75	225	675		168.75
4. Working Conditions	10%						
a. Physical Discomfort	5%	1	50	100			0.05
b. Emotional Discomfort	5%	1	100	200			10
TOTAL POINTS							383.8

Events Catering Representative

Job Summary: Coordinates all the details required to ensure that an event for a customer runs smoothly and successfully in the hotel.

Job Description: Promotes, plans, coordinates, facilitates and executes activities and functions involved in hosting a meeting or special event for organizations or individuals. Coordinates all amenities, accommodations and catering for the event. Ensures proper implementation of all promotions, activities, and entertainment including set-up, event registration, gift distribution, and prize management. Coordinates with front-desk staff on booking of rooms, kitchen staff on selecting and pricing of menu items, human resource department on hiring of employees to serve the food, refreshments and set up conference rooms, merchandise department to acquire and rent equipment and other subcontractors needed to ensure the smooth running of the event to ensure that it meets the needs of the client. Calculates, monitors and manages budgets for the event or catering needs and negotiates all necessary contracts. Develops and maintains client accounts by ensuring customer satisfaction before, during, and after the event to achieve increased revenues through new and repeat business. Brings in revenues by enhancing the firm's reputation and competitiveness as one that meet client needs. Provides feedback to and may work with sales manager to develop strategy for the sale of future meetings, special events and catering needs of clients.

Job Specifications: Requires a bachelor's degree in area of specialty such as hospitality management, communications, business administration or related field. Requires at least 3 years of experience in the field or in a related area such as public relations or facilities management. Knowledge of event planning, public relations or marketing principles and practices. Ability to establish and maintain cooperative relationships in cross-functional areas. Ability to coordinate complex projects and work under pressure to meet tight deadlines. Strong negotiation, planning, organizing, problem-solving, interpersonal and communication skills. Very detail oriented and capable of multi-tasking to monitor and coordinate the timeline of an event. Makes regular visits to other departments to ensure that deadline for the event is met. A wide degree of flexibility, creativity and latitude is expected to make judgments to perform a wide variety of tasks as required by the client. Typically reports to a manager or head of a unit/department.

		Factor Levels					Total
Compensable Factor	Weight	1	2	3	4	5	
1. Skill	20%						
a. Education	10%	1	50	100	150	200	15
b. Work Experience	10%	1	75	150	225	300	22.5
2. Effort	30%						
a. Analytical Problem Solving	15%	25	100	400			15
b. Complexity of Task	15%	50	100	200	400		30
3. Responsibility	40%						
a. Delighting Customer	15%	1	200	400			60
b. Risk of Job Failure to the Organization	25%	25	75	225	675		168.75
4. Working Conditions	10%						
a. Physical Discomfort	5%	1	50	100			0.05
b. Emotional Discomfort	5%	1	100	200			10
TOTAL POINTS							321.3

Customer Services Account Representative

Job summary: Handles all the hotel customers' queries and resolves quest complaints to maintain strong relationships and favorable contacts with them.

Job Description: Interacts with customers and troubleshoots problems to provide a high level of customer satisfaction. Reviews requests/complaints and contacts customers through phone, face-to-face or other means of communication to clarify requests/complaints. Determines the cause of the problem, explains and selects the best solution to resolve the customer complaint regarding service or billing to ensure that customers are retained, satisfied, and that their needs are fulfilled. Documents customer complaints in reports and maintains financial accounts of adjustments given to customers. Recommends changes to the products or services, potential service or product enhancements or modifications or improvements in processes or operational policies to fulfill customer needs and increase sales. Recommends changes to website, products, or services to fulfill customer needs. Works with sales team to plan, coordinate and develop business strategies by applying knowledge of customer market to enhance sales growth.

Job Specifications: Relies on experience and judgment to perform a variety of complicated queries and tasks demanded by customers. A wide degree of creativity and latitude is expected to solve customer issues and problems. Strong listening, problem solving, communication, interpersonal and negotiation skills. Require a minimum of an associate's degree and at more than 5 years of experience in the field or in a related area. Typically reports to a manager or head of a unit/department.

		Factor Levels					Total
Compensable Factor	Weight	1	2	3	4	5	
1. Skill	20%						
a. Education	10%	1	50	100	150	200	10
b. Work Experience	10%	1	75	150	225	300	30
2. Effort	30%						
a. Analytical Problem Solving	15%	25	100	400			15
b. Complexity of Task	15%	50	100	200	400		30
3. Responsibility	40%						
a. Delighting Customer	15%	1	200	400			30
b. Risk of Job Failure to the Organization	25%	25	75	225	675		56.25
4. Working Conditions	10%						
a. Physical Discomfort	5%	1	50	100			0.05
b. Emotional Discomfort	5%	1	100	200			5
TOTAL POINTS							176.3

Merchandise Purchaser Executive

Job Summary: Manages all purchasing activities for the hotel to ensure that all departments have the needed supplies and inventory.

Job Description: Plans and forecasts merchandise to purchase based on historical purchases, reoccurring purchases and current inventory levels. Receives purchasing requests from various hotel departments, grants approval and makes orders of all food, beverages, supplies, materials and equipment for the hotel. Locates vendors, negotiates terms of sales, evaluates vendor quotes for the costs of food, beverages, supplies, materials and equipment, determines the most desirable suppliers from whom to make purchases, manages vendor contracts and ensures delivery of purchases. Maintains records of all purchases made and follows up on accuracy and quality of purchases. Resolves vendor grievances and makes claims against them. Researches new trends or advances in product lines to find ways to reduce costs and improve quality. Reviews success of previous orders and monitors occupancy rates and changing sales trends to determine the extent to which inventory should be replenished. Prepares reports on merchandise costs and online purchasing. Arranges for the disposal of surplus or damaged supplies and materials.

Job Specifications: Requires a master's degree in business administration or hospitality management and 5 years of experience in the field or in a related area. Ability to establish and maintain and communication relationships in cross-functional areas. Strong negotiation, planning, organizing, decision-making, interpersonal skills. Relies on experience and judgment to make decisions that are non-routine and uncertain in nature. Knowledge of inventory management, supply chain management, operations management, quality control and cost accounting principles, practices, procedures, and initiatives. A certain degree of creativity and latitude is required to perform a variety of tasks related to negotiation, purchasing, inventory management, and forecasting needs, and securing the best price without compromising quality. Typically reports to a manager or head of a unit/department.

		Factor Levels					Total
Compensable Factor	Weight	1	2	3	4	5	
1. Skill	20%						
a. Education	10%	1	50	100	150	200	20
b. Work Experience	10%	1	75	150	225	300	30
2. Effort	30%						
a. Analytical Problem Solving	15%	25	100	400			60
b. Complexity of Task	15%	50	100	200	400		30
3. Responsibility	40%						
a. Delighting Customer	15%	1	200	400			0.15
b. Risk of Job Failure to the Organization	25%	25	75	225	675		168.75
4. Working Conditions	10%						
a. Physical Discomfort	5%	1	50	100			0.05
b. Emotional Discomfort	5%	1	100	200			0.05
TOTAL POINTS							309

Server

Job summary: Serves customers with excellent customer service and have complete knowledge of food and beverage menus.

Job Description: Warmly greets and acknowledges customers upon arrival and seats them quickly. Oversees the set up of tables and chairs to seat customers. Has knowledge of food and drink menu to make suggestions to customers and answers their questions in an informative, friendly and enthusiastic manner. Takes accurate food and beverage orders. Ensures food prepared according to customers' orders and provides excellent customer service by developing and cultivating friendly relationships with guests. Serves food and beverages to customers efficiently and effectively. Cleans, stocks and maintains workstations. Clears dirty plates from tables and replaces table linens and utensils for next guest quickly and efficiently. Follows safety and sanitation policies and ensures dining room cleanliness. Accurately processes customers' bills and handles cash, credit, and coupon transactions accurately and with integrity and honesty. Monitors tables for available seating and keeps seating chart up-to-date.

Job Specifications: Require a minimum of a high school diploma. No work experience required. Ability to stand, walk, and bend for long periods of time and lift up to 35 pounds regularly. Good interpersonal skills. Ability to work in a team environment and be calm and effective under pressure. Works under immediate supervision.

		Factor Levels					Total
Compensable Factor	Weight	1	2	3	4	5	
1. Skill	25%						
a. Technical Training	10%	1	50	100	150		5
b. Work Experience	15%	1	75	150			0.15
2. Effort	30%						
a. Diversity of Task	20%	50	100	150	200		10
b. Analytical Problem Solving	10%	25	100	400			2.5
3. Responsibility	15%						
a. Integration of Work with Others	10%	1	50	150	450		5
b. Delighting Customer	5%	1	200	400			10
4. Working Conditions	30%						
a. Physical Discomfort	15%	1	50	100			15
b. Emotional Discomfort	15%	1	100	200			15
TOTAL POINTS							62.65

Cook

Job Summary: Prepares food to be served in hotel food outlets and for room service.

Job Description: Prepares, washes, peels, cuts, seasons and cooks all kinds of food to be served in the hotel restaurants, snack bars, banquet rooms, and/or room based on established recipes and/or guest requests. Weighs, measures and mixes ingredients required for specific food items to ensure recipe integrity, meal quality, and customer satisfaction. Follows a menu to prepare and cook meats, fish, poultry, gravies, cereals, soups, vegetables and other food according to hygienic preparation methods, portion control and presentation specifications to be served in a timely and appetizing manner. Monitors customer satisfaction. Keeps records and orders supplies and ingredients used. Washes dishes and cleans the kitchen. May provide feedback to the chef to update menus to control costs. Assists the chef in testing and developing recipes. May assist the chef in the operations of the kitchen.

Job Specifications: Requires an associate's degree in food or culinary science and up to 1 year of related experience. Knowledge of federal, state, and local food sanitation regulations. Ability to memorize a large variety of recipes and equipment used in the food preparation to ensure consistency. Physical strength to lift heavy raw meats and cooking equipment. Stamina to stand long hours working near hot grills, ranges and ovens. Ability to work with little or no supervision in a chaotic environment and handle pressure calmly and effectively during rush hours. Ability to work in a team environment and take directions. Multi-tasking, problem solving and organizing skills. Has knowledge of commonly-used concepts, practices, and procedures within the culinary field, such as cooking and knife handling. Relies on instructions and pre-established guidelines to perform the job functions. Typically reports to a supervisor.

		Factor Levels					Total
Compensable Factor	Weight	1	2	3	4	5	
1. Skill	25%						
a. Technical Training	10%	1	50	100	150		10
b. Work Experience	15%	1	75	150			11.25
2. Effort	30%						
a. Diversity of Task	20%	50	100	150	200		10
b. Analytical Problem Solving	10%	25	100	400			10
3. Responsibility	15%						
a. Integration of Work with Others	10%	1	50	150	450		5
b. Delighting Customer	5%	1	200	400			10
4. Working Conditions	30%						
a. Physical Discomfort	15%	1	50	100			15
b. Emotional Discomfort	15%	1	100	200			15
TOTAL POINTS							86.25

Front Desk Receptionist

Job Summary: Administers guest check-in and check-out, handles billing, and responds to inquiries on the phone or face-to-face.

Job Description: Greets persons entering the hotel with friendliness, professionalism and enthusiasm. Administers guest check-in to ensure that guests receive requested rooms. Handles billing, processes cash and credit card transactions at guest check-out. Solves any room disputes in a professional manner to ensure guest satisfaction. Answers phones, provides information about the hotel, room rates and room availability to callers, takes and relays messages to guests, and handles other financial transactions including foreign exchange. Monitors occupancy levels. Responds to guest requests by coordinating with hotel amenities, room service, kitchen, reservation, customer service or valet staff to ensure quality customer service. Reports guest complaints so facilities management can better oversee property maintenance to ensure maximum customer satisfaction. Acts as a guest liaison. Offers suggestions to guests on local attractions or areas of interest. May make travel arrangements, dining reservations, or procure entertainment tickets as requested by guests.

Job Specifications: Requires an associates and 2 years of related experience. Knowledge of computers and software applications. Knowledge of customer service principles and practices. Relies on instructions and pre-established guidelines to perform the job functions. Requires strong interpersonal skills, verbal communication skills, and customer service orientation. Ability to tolerate stress, take initiative, be attentive to details and be professional. Typically reports to a supervisor.

		Factor Levels					Total
Compensable Factor	Weight	1	2	3	4	5	
1. Skill	25%						
a. Technical Training	10%	1	50	100	150		10
b. Work Experience	15%	1	75	150			22.5
2. Effort	30%						
a. Diversity of Task	20%	50	100	150	200		20
b. Analytical Problem Solving	10%	25	100	400			10
3. Responsibility	15%						
a. Integration of Work with Others	10%	1	50	150	450		45
b. Delighting Customer	5%	1	200	400			20
4. Working Conditions	30%						
a. Physical Discomfort	15%	1	50	100			0.15
b. Emotional Discomfort	15%	1	100	200			30
TOTAL POINTS							157.65

Housekeeper

Job Summary: Cleans guest rooms and other specified areas in line with sanitation regulations, hotel policies and guest satisfaction.

Job Description: Cleans rooms, corridors, lobby, restrooms, elevators, stairways, and other work areas to ensure that sanitation regulations and guest satisfaction are achieved. Replenishes room supplies such as water, drink items, drinking glasses, linens, writing supplies, towels and bathroom items. Carries linens, towels, toilet items and cleaning supplies using wheeled carts. Keeps storage areas and carts well-stocked, clean and tidy. Loads linens and towels into washing machines and irons and folds dried items. Stores clean linens and towels in closets. Transports trash and waste to disposal areas. Delivers baby cribs, rollaway bed and other items requested by guests to the rooms. Collects clothing placed in garment bags and delivers them to hotel's Laundromat or dry-cleaning service. Submits all found items to supervisor. Recommends repairs when needed.

Job Specifications: Minimal schooling required. No experience necessary. Relies on instructions and pre-established guidelines to perform a variety of job tasks. Requires considerable strength and dexterity to perform physical activities that require lifting and handling of materials, cleaning, washing, waxing, polishing, scrubbing and operating of cleaning machines such as vacuum cleaners, powered scrubbing and waxing machines. Requires a friendly and approachable attitude towards guests who may have demanding expectations and needs. Ability to work quickly and efficiently with low profile. Knowledge of principles and processes to provide customer service, which include the ability to assess guest needs to meet quality standards for customer satisfaction. Works under immediate supervision.

		Factor Levels					Total
Compensable Factor	Weight	1	2	3	4	5	
1. Skill	25%						
a. Technical Training	10%	1	50	100	150		0.10
b. Work Experience	15%	1	75	150			0.15
2. Effort	30%						
a. Diversity of Task	20%	50	100	150	200		10
b. Analytical Problem Solving	10%	25	100	400			2.55
3. Responsibility	15%						
a. Integration of Work with Others	10%	1	50	150	450		0.10
b. Delighting Customer	5%	1	200	400			10
4. Working Conditions	30%						
a. Physical Discomfort	15%	1	50	100			15
b. Emotional Discomfort	15%	1	100	200			0.15
TOTAL POINTS							38.05

Summarize the Job Evaluation Data

1. Enter the total points generated for each job below:

Position	Total Points
Sales Account Executive	383.8
Events Catering Representative	321.3
Customer Services Account Representative	176.3
Merchandise Purchaser Executive	309
Server	62.65
Cook	86.25
Front Desk Receptionist	157.65
Housekeeper	38.05

2. Based on the points generated, place these 8 positions in a hierarchical order of significance to the hotel (1= most important; 8 = least important):

Ranking	Position
1	Sales Account Executive
2	Events Catering Representative
3	Merchandise Purchaser Executive
4	Customer Service Account Representative
5	Front Desk Receptionist
6	Cook
7	Server
8	Housekeeper

3. Does the alignment of these 8 positions appear to be out of sequence? What can be done to improve the alignment of these positions?

Yes, I feel the position that requires the highest level of education and experience should be towards the top of the list. The alignment can be improved by grouping roles by department or functionality. This can create a more organized and efficient framework within the organization.