**Position Title:** Pool Attendant

**Reports To:** Pool Café and Cabana’s Manager

**Location: Mandarin Oriental, Las Vegas**

**Areas Covered**: Food and Beverage – Pool Deck

# The Company

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the world’s most prestigious hotels and resorts. The Group now operates or has under development 41 hotels with more than 11,000 rooms in 25 countries in key business and leisure destinations.

# From the General Manager: Our Vision

Mandarin Oriental, Las Vegas opened in December 2009 and is a sophisticated sanctuary of modern elegance at the heart of the Las Vegas Strip. Ideally located at the entrance of CityCenter, the 47-story, non-gaming hotel is poised to bring spectacular accommodations, superlative dining, an unparalleled spa, and the legendary service of the renowned Mandarin Oriental Hotel Group to Las Vegas for the first time.

Designed by the award-winning architectural firm Kohn Pedersen Fox, with contemporary interior design by Adam D. Tihany, Mandarin Oriental, Las Vegas offers 392 spacious and luxuriously-appointed rooms and suites and 227 residences. The hotel’s impressive “Sky Lobby” is located on the 23rd Floor, providing a stunning arrival experience with glittering views over the Las Vegas skyline.

A host of stylish dining venues will be offered at Mandarin Oriental, Las Vegas, including a celebrated signature restaurant, an all-day dining establishment, and located on the 23rd floor, the *Mandarin Bar* with stunning views setting the backdrop for a night on the town.

Mandarin Oriental Las Vegas’ success will be through its people. Care and attention has been taken to provide the best possible facilities for our colleagues. It is the hotel’s commitment to provide our colleagues with the best possible training and opportunities to grow within the hotel and the organization. The Colleague Restaurant has natural sunlight and has been designed in the same manner as that of our guest areas. It will be our endeavor to create a very dynamic and caring culture and our colleagues can look forward to a nurturing and progressive work environment.

## Strategic Intent

It is the mission and intent of this position that the incumbent will provide the highest level of customer service to all guests, to ensure the guest experience is one that is beyond the expectations of the guest and aligned with our Legendary Quality Experiences.

## Scope of Position

The attendant position assists greeting and seating guests. Assisting pool servers and bartenders set up tables, deliver food and drinks, setting up and clearing tables and chairs. Assist with side work and set up. Assist bartender as needed

**Organizational Structure**

The Pool Attendant reports directly to Pool Café and Cabana’s Manager

# Duties and Supporting Responsibilities

* Greeting guests and directing them to their preference of seating by offering Cabana, Sun or Shade
* Be responsible for setting up lounge chairs
* Delivering clean towels and removing all soiled towels
* Anticipate guest needs, as to where guests will never have to ask for anything
* Check on daily amenities per hour and deliver to guest
* Setup and maintain the pool environment and material perfectly clean as per side work description
* Complete all the side work and preparation of the equipment for the continuation of the operation
* Setting up tables in café
* Delivering food and drinks to guests
* Possess extensive knowledge of food and beverage in order to assist guests with suggestions and up sell our products, including liquors and cocktails
* Demonstrate a pleasant telephone etiquette when speaking with guests
* Set up side stations in café with sugar bowls, water pitchers, glasses, and all according to side work sheet.
* Communicate effectively with servers and chefs on special orders
* Be responsible for taking decision during absence of management
* Keep all pool deck areas clean and free of debris
* Attend food and beverage training classes
* Setup and maintain the pool environment and material perfectly clean as per side work description
* Following the posted opening and closing duties and side work sheet
* Attend all pre shift communication meetings
* Attend monthly department meeting
* Perform side work duties included
* Copies of paper work
* Small assigned projects

#### **Success Profile for this Role (Hotel Competencies)**

**Customer Focus: The colleague is genuinely pleasant, positive and helpful to both guests and colleagues**

* Confident, helpful and genuine with internal and external customers
* Anticipates guests’ needs and is sensitive to people from all cultures
* Is conscientious and always attentive to detail
* Goes the extra mile
* Has a natural, warm smile and a friendly and passionate approach
* Serves guests with a sense modesty and humility

**Team Player: The** **colleague co-operates and works well with others**

* Understands the service-profit chain concept (e.g. happy colleagues ⇨ happy guests ⇨ profit)
* Demonstrates co-operation within the team and with other departments
* Listens carefully and works well with other colleagues
* Uses resources efficiently
* Has a positive influence on others in the team and clearly enjoys working with people
* Is sensitive to cultural differences and diversity

**Delivers their Best: The colleague is hard working and efficient**

* Has energy and a sense of urgency for his/her work
* Delivers on all expected standards
* Language and communication skills meet the needs of the role
* Open to feedback and self-development
* Resourceful, makes things happen and looks for ways to work ‘smarter’/more efficiently
* Always look their best and displays appropriate body language and eye contact

**Trustworthy and Responsible: The colleague is trustworthy, responsible, demonstrates our culture’s values and philosophy and works in a safe manner**

* Excellent records in attendance and punctuality
* Demonstrates a high level of personal integrity, honesty and trust
* Always works ethically, aligned with MOHG’s Guiding Principles
* Manages own responsibilities and accountability, delivers what is promised
* Is reliable and demonstrates the ability to work without supervision, as required
* Demonstrates knowledge of MOHG Safe & Sound standards and assumes the relevant responsibilities to ensure the safety of self, colleagues and guests
* Demonstrates understanding of our environmental responsibilities and ensures that resources are used wisely in the areas in which he/she works

**Composure: The colleague can handle the pressure and remains calm at all times**

* Able to stay calm under pressure
* Demonstrates maturity and ability to cope with the unexpected
* Never lets personal feelings interfere with delivering the highest standards
* Emotionally stable and mature
* Able to solve every day problems in a calm manner
* Responds with enthusiasm when under pressure or in challenging circumstances

**Being a ‘Fan’/Commitment: The colleague represents the Mandarin Oriental brand well and is a true ‘Fan’**

* Displays an understanding of quality and consistently delivers the Pillars and Department LQE’s
* Encourages guests to return through his/her daily behaviors and actions
* Is committed to his/her job, as well as the Mandarin Oriental brand
* Represents the brand in a professional manner and displays brand loyalty – a true brand ambassador
* Understands and supports the MOHG mission, our vision and our values
* Displays behaviors that reflect our oriental heritage

**Requirements**

**Mandatory**

* Have a minimum of 2 years experience in similar position in a luxury hotel property
* Must have mathematical skills, computer software aptitude and some hotel operation knowledge
* Strong verbal and written communication skills in the English language
* Must have great telephone skills
* Willing to work a flexible schedule including overnight and holidays
* Be a self-motivator and motivator of others
* Must be able to work in a high pace and dynamic operation
* Be able to work together with other colleagues
* Have a pleasant, friendly and helpful manner
* Maintain a clean and healthy personal hygiene and grooming
* Work in a safe, prudent and organized manner
* Be able to relate to all levels of guests and management
* Have the ability to handle multiple tasks at one time
* Have excellent communication and superior organization skills
* Be able to consistently delight and satisfy our guest
* Have the ability to handle guest requests in a detailed manner

**Desirable**

* Multi-lingual
* Pre-opening experience

Each of the items listed is considered an essential function of the position.  However, the duties, responsibilities and requirements presented in this job description are intended to be broad based and high level and should not be construed as an exhaustive list of all roles or responsibilities for the position.  The Company reserves the right to alter the duties and responsibilities of the position.

It is Company policy to comply with the Americans with Disabilities Act, including by providing reasonable accommodations that do not constitute an undue hardship on the Company.  Employees or applicants should direct requests for accommodation to Director of Human Resources.