

approved

## **STUDENT LABOR POSITION DESCRIPTION**

### **Boone Tavern**

Most Recently Updated 04/02/99

Position Title: Student Desk Clerk  
Must work 10 hrs/wk.

#### **I. Grade Level: 2-3**

#### **II. Description:**

##### **A.** The following are the essential duties for a Desk Clerk in Boone Tavern:

1. Count front desk cash drawer at beginning of shift to ensure accuracy of amount reported left.
2. Make keys as needed for tour groups.
3. Check arrivals.
4. Check group party sheets to make sure activities planned for.
5. Take reservations for dining room and hotel.
6. Serve as main switchboard for hotel: transfer all calls appropriately, track down management of hotel, answers to questions. As needed, put information and rate sheet together for mailing in response to questions and requests for information from callers.
7. Check guests in and out.
8. Sell spoon bread, postcards, etc. from front desk.
9. Perform other job-related duties as assigned.

##### **B.** The following are *possible additional* duties for this position:

1. Serve as bellhop.
2. Wait staff the dining room, if prior experience in dining room had and as needed.
3. Work in the kitchen, if prior experience had in kitchen, and as needed.
4. Assist with housekeeping as needed.
5. See that the workplace and environs are clean.

#### **III. Learning Opportunities:**

- A.** If Grade 2, develop the attributes appropriate to Grade 2 positions: learn to take personal responsibility; apply knowledge to a situation; self-identify skills, talents, interests and limitations; learn and develop confidence in skills or program knowledge; and appreciate work as a process as well as a product.
- B.** If Grade 3, develop the attributes appropriate to Grade 3 positions: an understanding of the importance of initiative; awareness of job-related needs; ability to identify problems; analytical ability; problem-solving ability; and an understanding of the role of standards and leaders.
- C.** How to work with public.
- D.** Accounting and auditing.
- E.** Data entry and use of hotel-specific computerized data system.

- F.** Phone etiquette, telephone customer service.
- G.** Hospitality, reception skills.
- H.** Ability to prioritize variety of tasks.
- I.** Punctuality and dependability.
- J.** High service orientation.
- K.** Concern and empathy for junior student workers.
- L.** Sense of and feeling for Boone Tavern as a “window to the College,” the first image most get of Berea, and sense of its tradition of fine service, fine food, Mountain culture tradition, work ethic tradition.

**IV. Basic Qualifications:**

- A.** General: Punctuality and dependability; hospitableness, responsibility, high service orientation, concern/empathy for other student workers, sense of and feeling for Boone Tavern as a “window to the College,” the first image most get of Berea, and sense of its tradition of fine service, fine food, Mountain culture tradition, work ethic tradition. Doing this position in one's second year is the second step in a progression to General Manager.
- B.** Skill: Customer service, communication, organization, math aptitude, service orientation.
- C.** Physical: Must be able to stand for up to 4 hours at a time and lift 25 pounds.
- D.** Academic: none.

**V. Desirable Qualifications:**

None beyond those described as essential above.

**VI. Narrative Summary:**

Student verified cash drawer count and amount; verified arrivals and group activity planning; took reservations; served as hotel main switchboard; checked guests in and out; made keys for tour groups; and did sales of merchandise from front desk. Student may also have assisted as a bellhop, wait staff, in kitchen, or with housekeeping.

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