

approved

STUDENT LABOR POSITION DESCRIPTION

Boone Tavern

Most Recently Updated 04/02/99

Position Title: Student Front Desk Team Leaders
Must work 15 hrs/wk.

I. Grade Level: 3-4

II. Description:

A. The following are the essential duties for a Front Desk Team Leader 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 all of the above with less supervision than Front Desk Clerk and by taking more personal responsibility for job well-done.
10. Mentor Front Desk Clerks.
11. 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. Lead training sessions for Front Desk Clerks.
6. See that the workplace and environs are clean.

III. Learning Opportunities:

- A.** 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.
- B.** If Grade 4, develop the attributes appropriate to Grade 4 positions: an understanding of relations between individuals, institutions, and processes; comprehension of job-related

values, realities, and goals; a commitment to service; and the ability to articulate and interpret observations, experiences, and understanding.

- C. Refined sense of how to work with public.
- D. More in-depth accounting and auditing.
- E. Improved ability to prioritize variety of complex 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.

VI. 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. One summer spent working either at Boone Tavern or another hotel, preferably at front desk or similar position (eg., group reservations, outside sales).
- 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 mentored junior students performing following tasks, and performed following tasks: 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, and led training sessions for junior workers at front desk.

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