



## Guest Experience Roundsman

The Roundsman is a member of the Claggett Center Guest Experience team and reports to the Director of Guest Experience. This is a full-time hourly, non-exempt position. The Roundsman shall further the mission of the Claggett Center by filling in as needed in all three Guest Experience departments (Food Service, Guest Services, Housekeeping) rather than serving in a specific department. The Guest Experience Roundsman will provide exceptional Christian hospitality through the execution of food service, hospitality, and housekeeping experiences including, but not limited to:

1. FOOD SERVICE (60%)
  - a. Clean and monitor the serving area and dining room (tables, chairs, and floors) to ensure they are clean and organized prior to meal service.
  - b. Stock all food, beverage, and paper items in the serving area based on the size of the group eating.
  - c. Stock and monitor all beverages, and brew coffee prior to meal service.
  - d. Sweep, mop and vacuum all floors in the food service area daily, including kitchen, serving area, and dining room.
  - e. Assist with light food preparation as directed by the Chef or Cook on Duty
  - f. Assist in setting up cold and hot food on the buffet line prior to meal service as directed by the Chef or Cook on Duty
  - g. Wash all dishes, pots, pans and utensils and return them to their proper storage place.
  - h. Clean and sanitize counters, carts and equipment.
  - i. Take out all trash and recyclables. Break down boxes before disposal.
2. GUEST SERVICES (30%)
  - a. Participate in weekly staff meetings as scheduled
  - b. Perform the setup of meeting spaces, including setting up tables, chairs, easels, and AV equipment
  - c. Tear down and clean meeting spaces, including taking down and storing tables, chairs, and AV equipment.
  - d. Empty and change trash, sweep and vacuum floors as part of event tear down.
  - e. Reset and inventory AV equipment after each use. Notify Guest Services Manager of any issues or equipment needs.
3. HOUSEKEEPING (10%)
  - a. Assist in cleaning guest spaces, rooms, making beds, cleaning bathrooms, etc.

*The daily scope of this position will vary across the three departments.*

### QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty and responsibility satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Prior relevant experience working in food service, hotels, or other hospitality settings.
2. Self-starter that can work both independently and collaboratively.
3. Courteous, approachable, and responsive demeanor when working with the public.
4. Dependable, professional behavior with a responsible work ethic.
5. Ability to maintain the integrity of sensitive and confidential information.
6. Comfortable working in a faith-based community.
7. Be in good physical condition--able to stand for up to 8 hours per day and lift and move at least 50 lbs.
8. Valid driver's license and reliable transportation.