

Breakfast Ambassador – Fairfield by Marriott Warrensburg

Are you a current or prospective hospitality industry employee looking for a positive culture, competitive compensation and benefits, a beautiful hotel and a caring and supportive management team? The platinum-award winning Fairfield by Marriott Warrensburg is accepting applications for Breakfast Ambassador. Our beautiful property opened in August 2017 and finished 2018 ranked #5 out of over 900 Fairfield's in North America. A strong work ethic, positive attitude and commitment to working as part of a great team are necessary for success; prior hotel experience is a plus but not a requirement. Thanks for your interest in joining us!

Who we are

TS2 Hospitality (www.ts2hospitality.com) is part of Ehrhardt Properties, a family-owned, Missouri-based company with over 30 franchised hotels in Missouri, Illinois, Kansas and Oklahoma and a brand portfolio including Marriott, Hilton, IHG, Choice, and Wyndham. TS2 includes our platinum-award winning Fairfield By Marriott in Warrensburg MO (opened 2017), the Holiday Inn Express Olathe West (opening summer 2019) and Four Points by Sheraton Olathe (opening fall 2020). Our hands-on ownership team combines decades of hotel management experience with a commitment to serving our employees, delivering excellent guest experiences and a positive and engaged culture.

Our mission: TO SERVE...Our guests, our community, and each other.

Our vision: To be the **first choice** and **return choice** for lodging in our area; to be the **best employer** in our area; and to develop and maintain our reputation as a **great community partner**.

Our values:

- We have a servant's attitude.
- We believe in honesty above all, to all.
- We seek first to understand each other.
- We do everything with energy and passion.
- We believe that the whole is greater than the sum of the parts.
- We are award winning hotels.
- We have fun!

We are proud to serve the Warrensburg community as an equal opportunity employer and are committed to a policy of non-discrimination in employment on any basis including race, color, age, sex, religion, handicap or national origin.

Job summary

The breakfast ambassador is responsible for managing all aspects of the Fairfield Inn & Suites guest breakfast program, including inventory management and cost control, food and beverage preparation, cleaning the breakfast area, and assisting guests with special requests. As part of

the guest service team, our breakfast ambassadors serve a critical role in delivering an excellent customer service experience to our guests.

Duties and responsibilities

- Greet and serve guests in a professional, courteous manner and anticipate and address guest needs to maintain excellent customer satisfaction.
- Review occupancy forecasts to anticipate daily food and beverage needs while minimizing waste and controlling costs.
- Track and manage inventory to minimize out of stocks while controlling costs.
- Prepare food products including cut fruit, mixing batter, preparing juice from concentrate and making coffee.
- Stock, refill and arrange beverages and self-service food products and supplies.
- Actively monitor the breakfast area for cleanliness, including cleaning up spills, offering to clear tables when guests are finished, clearing and cleaning tables as soon as they are vacated, removing trash, and maintaining a clean environment at all times.
- Clean the entire area at the end of breakfast service including floors, tables, and foodservice equipment, and preparing as appropriate for the next day's breakfast service.
- Handle other duties as directed by the guest service manager or general manager.

Qualifications and requirements

- Passionate about interacting with people and serving others.
- Excellent communication, motivational and leadership skills.
- Strong organizational skills and attention to detail.
- Flexible schedule (weekend and holiday availability are required).
- Able to handle stressful situations and solve problems in a calm, professional manner.
- Physically able to perform all responsibilities including but not limited to bending, stooping, kneeling, reaching, and lifting up to 25 pounds.
- High school diploma or equivalent.
- Relevant hospitality and/or food service experience preferred.

Compensation and benefits

- Competitive hourly wage based on experience and qualifications
- Shared health, vision and dental insurance plans (full-time employees)
- Paid vacation (full-time employees)
- 401(k) plan with employer match
- Performance-based bonus plan
- Employee referral bonus plan
- Tuition reimbursement plan
- Semi-annual compensation reviews