Food & Beverage:

Cook II (Full-Time, union position)
- Prepare cold food items including, but not limited to, salads, fruits, dressings, fish items and appetizers, according to designated recipes and quality standards
- Maintain cleanliness and comply with food sanitation standards at all times
- Manage guest orders in a friendly, timely and efficient manner
- Ensure knowledge of menu and food products
- Stock and maintain designated food stations(s)
- Visually inspect all food sent from the kitchen
- Practice correct food handling and food storage procedures according to federal, state, local and company regulations

Cook III (Full-Time, union position)
- Prepare, maintain and monitor quality control for hot food items including, but not limited to, meat, fish, fowl, sauces, stocks and seasonings
- Prepare food items according to designated recipes and quality standards
- Prepare guest orders in a friendly, timely and efficient manner
- Maintain cleanliness and comply with food sanitation standards at all times
- Visually inspect all food sent from the kitchen and ensure plates are clean and appetizing
- Practice correct food handling and food storage procedures according to federal, state, local and company regulations

Bartender (Full-Time, union position)
- Greet guests and respond to guest inquiries and requests in a timely, friendly and efficient manner
- Mix and garnish beverages according to recipe and portion control standards
- Present and serve beverages to guests
- Check guests for proper identification and serve alcoholic beverages to guests in accordance with federal, state, local and company laws and regulations
- Accurately total, process and collect payments from guests to include, but not limited to, using the point-of-sale system, handling money, processing credit and debit cards, making change and processing gift certificates, cards and vouchers
- Stock and maintain the bar to include, but not limited to, beer, wine, spirits, paper products, straws and stirrers, condiments, glassware, ice and produce
- Cut, store and ensure product quality of all beverage-related perishables
- Respond professionally to inebriated guests, as needed

Stewarding:

Steward (Full-Time, union position)
- Wash dishes and operate the dishwasher to clean all chinaware, silverware and cooking utensils
- Scrub pots and pans
- Burnish, de-tarnish and polish silver
- Stock and maintain supplies and equipment
- Perform cleaning duties including, but not limited to, mopping and removing trash
- Transport and store clean serviceware
- Train other stewards, as needed
- Prepare and place clean serviceware for events and functions

Housekeeping:

Room Attendant (Full-Time, union position)
- Clean guest rooms as assigned, including, but not limited to, making beds, cleaning bathrooms, dusting and vacuuming
- Change and replenish bed linens, towels and guest amenities, as needed
- Perform deep cleaning tasks, as needed
- Stock, maintain and transport housekeeping supply cart on a daily basis
- Dispose of trash and recyclables
- Respond to special guest requests in a timely, friendly and efficient manner
- Perform guest turn down service, as needed
- Deliver guest requests and assist in cleaning guest rooms, as needed

Property Operations:

Engineer (Full-Time, union position)
- Maintain the physical functionality and safety of the facility including, but not limited to, guest rooms, public space and heart-of-the-house areas
- Respond to guest calls and team member work orders in a timely, friendly and efficient manner to assess and repair non-functioning machinery and/or equipment
- Perform a variety of repair and maintenance tasks including, but not limited to carpentry, plumbing, electrical work, painting, HVAC work and masonry
- Conduct inspections for preventive maintenance needs
- Record and report completed repairs and items that require further attention

Security:

Security Guard (Full-Time, non-union position)
- Patrol the interior of and the perimeter of the hotel and the property to observe and identify potential safety risks, security risks and undesirable conditions
**Manicurist** (Full-Time, non-union position)

- Respond to emergency situations including, but not limited to, safety hazards, fires, medical emergencies and threats to life and/or property
- Promote safe work practices
- Initiates preliminary investigations into incidents, as needed
- Writes reports and ensures accuracy of necessary documentation, as needed
- Respond to guest inquiries and requests and resolve guest issues in a timely, friendly and efficient manner

**Spa Attendant** (Part-Time, union position)

- Performs general Spa duties, as needed
- Maintains record as required by federal, state, local and company regulations
- Ensures product knowledge
- Ensures cleanliness of work area
- Utilizes, maintains and conducts inventory of supplies and products and equipment
- Performs professional nail care treatments to include, but not limited to, polish applications, manicures, pedicures, paraffin treatments, acrylics, etc. in accordance with state, local and company health and safety regulations
- Provides efficient, professional and courteous guest service from point of arrival to check out. Books, change, cancels appointments. Covers desk and conducts locker room and spa facility tours/walk-throughs to ensure guest satisfaction and cleanliness of facility.
- Sells and recommends retail.
- Ensures public areas are clean and neat.
- Attends all Hilton trainings as required.

**Spa Concierge** (Part-Time, union position)

- Provides efficient, professional and courteous guest service from point of arrival to check out. Books, change, cancels appointments. Covers desk and conducts locker room and spa facility tours/walk-throughs to ensure guest satisfaction and cleanliness of facility.
- Conduct financial transactions, as needed
- Assists in monitoring facility use to ensure guest safety
- Contributes to overall cleanliness of work area
- Ensures product knowledge
- Maintains records as required by federal, state, local and company regulations
- Responds to guest inquiries and requests and resolves guest issues in a timely, friendly and efficient manner
- Performs general Spa duties, as needed

**Overnight Security Guard** (Full-Time, non-union position)

- Patrols the interior of and the perimeter of the hotel and the property to observe and identify potential safety risks, security risks and undesirable conditions
- Responds to emergency situations including, but not limited to, safety hazards, fires, medical emergencies and threats to life and/or property
- Promotes safe work practices
- Initiates preliminary investigations into incidents, as needed
- Writes reports and ensures accuracy of necessary documentation, as needed
- Responds to guest inquiries and requests and resolves guest issues in a timely, friendly and efficient manner

**Marketing Manager** (Full-Time, non-union position)

- Represents hotel by soliciting, responding to and negotiating with persons requiring large and complex group accommodations (generally over 50 guest rooms) with or without meeting space and/or on-site (hotel) catering, based upon market segment and account files assigned by the Director of Sales (and Marketing). Represent hotel in significant interactions dealing with customers relative to sales and operational questions, concerns, and issues.
- Negotiates contracts with customers and commission agreements with third party agencies.
- Initiates the preparation of proposals and/or contracts to advise prospective customers primarily of the hotel guest rooms, but also meeting space and/or banquet date, space and rate availability. Develop and quote prices for same.
- Engages in outside sales activities to discuss business opportunities and entertain customers in local and assigned markets (percentage of travel dependent on specific market). Direct site visits and H.O.S.T. programs for respective accounts and participates in tradeshows, industry and customer events.
- Attends weekly sales departmental meeting and other scheduled meetings to support business operations, e.g., tentative review, lost business review, group-pick up, etc.
- Conduct site inspections with potential customers, visiting guest rooms, meeting space and banquet facilities, as well as other hotel facilities.

**Sales & Marketing: Senior Sales Manager** (Full-Time, non-union position)

- Proposes and implements hotel-specific marketing strategies to include, but not limited to maintaining and marketing websites, employing corporate brand marketing and leveraging social media
- Monitors marketing trends, tools and applications specific to the hotel industry and target market(s)
- Measures and reports impact of marketing strategies
- Works with Revenue Management to ensure maximum potential of key marketing strategies including, but not limited to, third party websites
- Generates and delivers monthly marketing analyses and updates to Sales and Revenue Management

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