



Sylvia Lopez: Area Director of

Human Resources

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Positions	Department	#of positions	Qualifications
Banquet house Person	Banquets	2	Responsible for setting up for catering events at the hotel. Help managers with assisting guests with special requests, all while maintaining the Hotel Maya service Standards. Must be able to communicate with all guests. Previous experience is preferred. Lifting of 50lbs and constant standing required. Must have a flexible schedule.
AM/PM Prep cook	Kitchen	1	Delegate's job tasks to line cooks when necessary. Ensures all dishes are prepared and presented in accordance with standards recipes and presentations established by the chef. Breaks down dinner foods. Communities with chef on production status for the next day before completing shift. Cleans and organizes workstation maintains a clean and sanitary culinary environment in compliance with all local and federal health codes,
House person	Housekeeping	1	Responsible for maintaining all linen closets with linen and other guest supplies. Maintains carpets and flooring throughout the property, mainly in public areas. Removes linen and trash from Room Attendant carts and assists Room Attendants with other duties as required. Responsible for trash removal and disposal from public areas. Assists with a variety of guest requests when requested. Must have flexible schedule able to work weekends and holidays.
Room attendant	Housekeeping	1	Clean all assigned guestrooms including dusting, making beds, removal of soiled linens, window cleaning. Replenishment of towels and anything else the room needs. Must use cleaning supplies properly. Must have excellent communication and organization skills, must work well with others and be reliable with the ability to focus on guest needs, remaining calm and courteous at all times
Restaurant Busser	Fuego	1	Wipe tables or seats with dampened, sanitized cloths and replace dirty tablecloths. Set tables with clean linens, condiments, or other supplies. Scrape and stack dirty dishes and carry dishes and other tableware to kitchens for cleaning.

Public area attendant	Housekeeping	1	Primary job duties include but are not limited to cleaning and maintaining guest rooms, bathrooms, Public areas, work areas, furnishings and carpets. You will process remaining laundry and make baskets for housekeepers who work the next shift. Will respond to any guest request delivering amenities, extra supplies and cleaning request. Skills needed will be efficiency, awareness of safety precautions for cleaning supplies, attention to detail and ability to work independently. You will have to have physical stamina to work as a Guest are attendant because much of the work consist of walking, standing, bending over or scrubbing.
Bell/Driver	Front desk	1	Transport and store guest luggage including but not limited to rooms/vehicles/storage. Delivering items to guest rooms (newspapers, express check-outs, guest deliveries) Must be able to lift/pull/push up to 50 pounds and stand/walk throughout the duration of the shift. The ability to work indoors and outdoors in all types of weather. Excellent communication skills. Needs a Flexible schedule. Must have a valid driver's license. Weekends and Holidays are a must.
Restaurant Bartender	Fuego	1	Will have to make signature cocktails, pour beer & wine maintain a clean and organized workplace/bar. Opening and closing side work must be prompt and friendly. Two years of experience in an upper level dining needed.
Catering Coordinator	Catering	1	Type correspondence handle all outgoing mail, Handle guest's inquiries in a professional manner. Set up and maintain office files, type BEO's take/distribute messages, control supply inventory and monitor correspondence. Coordinate all in-house Hotel Maya meetings, email information to prospective clients answer phones. greet walk-ins putting sales catering\kits together, lead distribution, BEO packet and distribution, BEO book, BEO distribution, pop ups and changes, Banquet Check Reconciliation. All other duties as needed by the office.
PBX operator	Front Desk	1	Answers incoming calls, direct calls to guest rooms, staff, or departments through the switchboard. Places outgoing calls. Delivers and receives guest messages. Logs all wake up calls provides info about hotel services to guests. Manages the kips text messaging system with our guests. Communicates guest request and complaints to other departments. Qualifications: excellent communication skills both oral and written, Strong attention to detail, quick response time on all requests capable of clerical duties such as typing, editing copying, Etc. Exceptional multitasking skills and customer service.
Front desk agent	Front Desk	1	Responsible for performing a variety of customer service focused duties to facilitate a positive experience for our guests. Included in the Front Desk Agent's responsibilities: checking-in and checking-out procedures, assisting guests by answering questions and offering recommendations. Meeting and exceeding guest expectations by problem solving any unexpected travel changes. The Front Desk Agents are a liaison between the guest and the hotel. Must be flexible with schedule.