



For each position we require:

- **at least two verifiable references**
- **a stable work history**
- **positive attitude**
- **the ability to work weekends and holidays.**

**To apply for one of the following positions, please visit:*

<http://www.snagajob.com/jobs?c=marcus+hotels+and+resorts>

**To view our management positions within the three hotels, please visit:*

<http://resourcespace.marcushotels.com/marcusjobs/index.php/job-list>.

Please feel free to contact us at 414.298.3119 if you have any questions.

We are an EOE/M/F/D/V employer.



**NIGHT AUDITOR
(3rd Shift – Full Time)**

- Knowledge of accounting operations to include all aspects such as accounts receivable, accounts payable, etc
- Basic mathematical skills and ability to operate a 10- key by touch
- Ability to effectively deal with guest and employee concerns in a friendly and positive manner
- Must have excellent telephone etiquette and customer service skills
- Must have a valid Drivers License
- 1-2 years of hotel/front desk environment required

**ROOM ATTENDANT
(1st and 2nd Shift –Part/Full Time)**

- Must maintain the environment and pristine conditions of the hotel's rooms, facilities and public spaces
- Must be able to use all cleaning equipment and materials
- Must be able to push properly loaded room attendant cart on wheels
- Must be professional, well-groomed and have a courteous manner
- Must be able to stand, walk, bend, kneel, lift, grasp, stretch, use a vacuum and push a cart on a regular basis
- Must be available every day of the week as late as 6pm

**HOUSEPERSON
(Full Time)**

- Ability to use all cleaning equipment and chemicals
- Represent the company in a professional, well-groomed and courteous manner
- Physical stamina to complete manual labor tasks
- Basic English communication skills preferred
- Flexible availability is required

**STEWARD
(1st and 2nd Shift – Full Time)**

- Familiar with high volume large operation stewarding along with familiarity of set up and cleaning of dish machines
- Self starter and positive attitude a must
- Must be able to lift up to 50lbs frequently and occasionally up to 100lbs
- Must have availability to work 2nd Shift including evenings, weekends, and some holidays

**BANQUET SUPERVISOR
(Full Time)**

- Responsible for supervising and assisting in the set-up and preparation of banquet rooms along with supporting the event staff during the event itself to ensure all guest specifications and the hotel's high standards of quality are followed
- Prior Banquet Server experience required and previous hospitality supervisory experience preferred
- Must have the ability to execute, supervise and train staff in the service of food and beverages according to contract, standards and instructions given
- Must have the ability to handle multiple tasks quickly and efficiently
- Friday, Saturday and Sunday availability is required. Flexible availability is preferred

**BANQUET CAPTAIN
(Part Time)**

- Responsible for leading a team of servers and set-up associates in executing events according to guest requirements while exceeding hotel standards
- Must have the ability to supervise and train staff according to hotel standards
- Prior Banquet Serving experience required and previous hospitality experience preferred
- Must have the ability to handle multiple tasks quickly and efficiently
- Evening and weekend availability is required, flexible availability preferred

**BANQUET SERVER
(Part Time)**

- Previous Customer Service and serving experience required
- Must be able to remain on your feet for long periods of time
- Weekday availability is required
- Flexible availability is preferred



**BAR SUPERVISOR
(Full Time)**

- Assist the Beverage Manager in the coordination and administration of sales of beverages in restaurants, lounge, and banquets.
- Must have knowledge of food and beverage preparation and service of various alcoholic beverages.
- Knowledge and enforcement of all applicable liquor codes.
- Must possess basic mathematical skills and the ability to use a calculator to prepare moderately complex calculations without error such as determining average covers. Strong familiarization with food and beverage financial systems and controls.
- Ability to stand and walk for long periods of time while touring food and beverage outlets. Ability to sit and perform tasks in an office atmosphere.
- Ability to communicate verbally and in writing and prepare complex reports.
- College degree preferred.
- Minimum of two years food and beverage experience or other beverage experience required. Previous bartending experience is helpful.
- All appropriate Federal and State licenses required for Food and Beverage Managers. Bartenders certificate required. TIPS certification required.



**KIL@WAT SUPERVISOR
(Full Time)**

- Responsible for supervising staff in a professional manner to ensure guest satisfaction using Marcus standards
- Ability to effectively deal with customer complaints in a friendly and positive manner which involves listening to the nature of the concern, demonstrating empathy with the customer and providing proactive solutions
- Must have thorough wine and liquor knowledge
- Previous restaurant supervisory experience preferred
- Previous restaurant and hospitality knowledge, skills and abilities
- High school diploma preferred

**HOST/ESS
(Full Time)**

- Must be able to greet and seat guests with exceptional customer service
- Must be able to stand for long periods of time
- 2nd shift flexibility from Sunday-Saturday preferred
- Past host/ess experience helpful but not necessary
- Strong organizational skills and the ability to work efficiently in high-volume situations required

**SERVER ASSISTANT
(Full Time)**

- Mature, friendly, responsible, articulate individual with a pleasant attitude
- Customer service experience required.
- Must have good balance and be able to stand for long periods of time along with capabilities of lifting up to 20lbs.
- Prior experience or training preferred
- Responsible for maintaining stock of necessary items
- Properly store and secure all minibar inventory and supplies at all times

**AM SERVER
(1st Shift – Full Time)**

- Order taking and delivery of any food and/or beverage items in a friendly, courteous, helpful, timely, and professional manner
- Must have the ability to transport large trays weighing up to 30 lbs.
- Prior knowledge of food and beverage preparation, service standards, guest relations, and etiquette preferred
- Must have 1st shift availability



**FRONT OFFICE SUPERVISOR
(Full Time)**

- Assists Guest Services Manager with overseeing all Front Office Operations to insure profitability, control costs and quality standards to insure total guest satisfaction
- Supervises front desk staff and assists with checking guests in & out, handling requests and complaints, and handling group check-ins
- Must represent the company in a professional, well groomed and courteous manner
- Extensive knowledge of Milwaukee and its surrounding areas is preferred
- Experience working with computer/property management software experience preferred

ASSISTANT HOUSEKEEPING MANAGER

- Entry level management position which assists with the overall operation and management of the Housekeeping department. All functions below are carried out at an entry level with guidance from Housekeeping Manager, Assistant Director and/or Director of Rooms.
- Assists with the daily operation of the Housekeeping department and acts as manager on duty for the department as applicable.
- Provides Supervision of assigned Housekeeping associates and areas to ensure job duties are completed according to the hotel's standards of cleanliness.
- Administers discipline as needed and ensures disciplinary procedures are followed.
- Inspects and grades work performance of associates to ensure standards are being met.
- Participates in the promotion of safety and security in assigned areas.
- Performs manual duties of subordinates as necessary to cover temporary staff shortages.
- Ensures furniture, facilities, and equipment are maintained and in good repair.
- Promotes excellent guest/associate rapport by reacting promptly, efficiently and courteously to all guest and associate requests/issues.
- Represents the hotel with professionalism and decorum.
- High school diploma or equivalent required, college education in related field preferred.
- Previous housekeeping supervisory experience of at least 1 year preferred.
- Ability to provide clear direction, instruction, and guidance to subordinates.
- Ability to communicate effectively to associates, Bi-Lingual a plus.