



CAREER OPPORTUNITIES — as of February 10, 2017

APPLICATIONS/RESUMES ARE ONLY ACCEPTED ONLINE OR VIA EMAIL: PHIHR@loewshotels.com

MANAGEMENT

Director of Operations	The Director of Operations serves as an active member of the Executive Committee and is responsible for overseeing the provision of world-class service and operations to our hotel guests. Functions as the strategic business leader of the property's Hotel Operations, areas of responsibility will include Front Office, Star Service, VIP, Guest Services (Bell & Door), Spa/Health Club, Housekeeping, Food & Beverage/Culinary, Security, The Club Level, Overnight Cleaning and Valet Operations. Also responsible working with direct reports and management heads on the development and implementation of departmental strategies in regards to the brand initiatives and service. Focuses on growing revenues and maximizes the financial performance of the department and develops positive owner relations and executing on high levels of guest satisfaction. Must be able to work a flexible schedule to include weekends and holidays.	FT (1)
Area Director of Public Relations	The Area Director of Public Relations manages the overall strategy, direction and administration of internal and external communications for the Loews Annapolis, Loews Madison and Loews Philadelphia Hotels. The Area Director of Public Relations primary focus is to develop and implement strategic public relations plan for the hotels, generate and maximize relevant media exposure for the properties on a local, regional, and national level, effectively implement and pitch related Loews Hotels Brand programs to local media and act as liaison between the hotels and the community. Must be able to work a flexible schedule to include weekends and holidays.	FT (1)
Assistant Director of Front Office	The Assistant Director of Front Office is a key member to the front office team, responsible for coordinating the quality, efficiency, and safe operations of the Front Office department. Works with Front Desk, Star Service, VIP, Guest Service and Valet leadership to ensure highest level of service, efficient operations and compliance with all Loews Standards. Reviews occupancy flow patterns throughout the day as well as Guest Services logs and applicable computer reports to ensure proper department coverage/service. Manages and develops Front Office team members and Supervisors. Must be able to work a flexible schedule to include weekends and holidays.	FT (1)
Quality Assurance Manager	The Quality Assurance & Analysis Manager will work closely with the Room Division leaders and in particular the Director of Housekeeping. They will assist by Tracking all data obtained through random sampling inspections of the Housekeepers, Housemen and Public Area attendants. Standards must be consistently maintained for a 4-Diamond Deluxe hotel; the relative service associated, and must completely adhere to all Loews Hotels standards related to any Rooms function. Conducts departmental orientation and training sessions for all new team members. Monitors and maintains new hire and on-going housekeeping training programs. Must be able to work a flexible schedule to include weekends and holidays.	FT (1)
Assistant Outlet Manager	This position is responsible for assisting the General Manager in the overall management of Bank & Bourbon Restaurant and Lounge. The primary focus of this position will be leadership coverage in Bank & Bourbon. Responsibilities will include but are not limited to; planning, staffing, organizing, training, scheduling, directing and coordinating outlet activities to ensure efficient operation of department. Maintains Restaurant staffing levels so as to provide for optimal performance. Ensures adherence to departmental and Loews Hotels guidelines, policies and procedures. Responsible for smooth, efficient, cost effective operation of Restaurant and Lounge to include labor management, supervision of all aspects of service and inventory control. Must be able to work a flexible schedule to include weekends and holidays	FT (1)

ROOMS

Door Person	The Door Person is a key member of our Guest Services Team, More specifically their duties include: Welcomes guests to the hotel with an extremely passionate and hospitable disposition. Assists all arriving guests with luggage. Opens entrance doors for guests. Escorts guests or provides directions to Front Desk. Provides parking information and cooperates with Valet Services to help control traffic flow. Handles guest inquiries professionally and with the utmost courtesy and accuracy. Provides guests with Hotel and surrounding area information and travel directions. Summons taxis for outbound guests and provides information regarding other transportation options. Maintains the cleanliness of Hotel front entrance area, immediately picking up any trash or debris, contacting Housekeeping for major cleaning tasks. Must be able to work a flexible schedule to include weekends and holidays.	FT (1)
Bell Person	The Bell Person is a key member of the Guest Services team and will work closely with department team members to deliver amazing services to our guests. Duties and responsibilities may include but is not limited to: Providing a vibrant and uniquely local experience to our guests from arrival to departure. Assists guests in transporting luggage to and from guest rooms. Coordinates guests' needs, requests and inquiries. Deliver messages, amenities, etc to guest; Provide accurate directions, maps, brochures, etc. Assist the Front Desk in delivering quick, friendly, and efficient service to hotel guests. Must be able to work a flexible schedule to include weekends and holidays.	FT (2)

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Applications will only be accepted for open positions. Most positions require a flexible schedule to include evenings, weekends, and holidays. Loews Philadelphia Hotel is an equal opportunity employer. EOE, M/F, D/V



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FOOD & BEVERAGE

Captain	Be an integral part of one of the most popular Philadelphia restaurants, Bank & Bourbon. Provide friendly, responsive, and passionate service to create a memorable dining experience for all of our guests. Each Captains primary objective is to provide a flawless experience and ensure guest loyalty. Must be passionate about food, beverage and service. Executes sequence of service and service standards as prescribed in service manual. Performs all opening and closing side work as prescribed, passes service, food and beverage certification to 90%. Ensures station is polished and set prior to service Inform guests of menu through menu presentation. Must be able to work a flexible schedule to include weekends and holidays.	FT (1)
Host/ Hostess	The Host/Hostess is a key member of the Food and Beverage team. The Hostess executes Reservation and Hostess/Host standards as prescribed in Hostess/Host Manual, successfully pass the Host/Hostess manual Certification to 90%. Confirms all reservations, uses Open table to maintain guest history files and uses information to enhance repeat guests experience, greets guests in warm and inviting professional manner; understanding that they create the hub of the restaurant as the face and voice of Bank & Bourbon. Uses Open Tables to record track status of guest meal. Seats tables in a rotational manner in order to manage workload amongst service team. Inputs Captains stations into Open Table prior to shift, communicates any specials needs of guests include the guest name to Captain prior to seating, and regularly reviews reservations at pre-shift meeting. Must be able to work a flexible schedule to include weekends and holidays.	FT (1)
Cook II	The Restaurant Cook II is a key member of the Bank and Bourbon Culinary Team and will work to deliver superb inherently American cuisine to our guests. More specifically, responsibilities include: Reports directly to the Chef, Sous Chef, and Supervisor Prepares/cooks all volume food inters according to standard recipes and specifications to ensure consistency of product Must adhere to control procedures for cost/quality Checks and controls the proper storage an rotation of product, checking on portion control to maintain a quality product Practice inventory controls, including the preparation of and pick up of item from the storeroom. Stores all food in refrigerated boxes including covers, labels and dates, Cleaning of walk-ins, reach-in boxes, to ensure all equipment in working areas is clean and sanitary and in proper working. All other duties as assigned; Must be able to work a flexible schedule to include weekends and holidays.	FT (1)
Cook III	Cook III will be an integral part of the culinary team and will work to deliver superb inherently American cuisine to our guests. More specifically, responsibilities include: Reports directly to the Chef, Sous Chef, and Supervisor. Prepares/cooks all volume food inters according to standard recipes and specifications to ensure consistency of product. Checks and controls the proper storage an rotation of product, checking on portion control to maintain a quality product. Practice inventory controls, including the preparation of and pick up of item from the storeroom. Cleaning of walk-ins, reach-in boxes, to ensure all equipment in working areas is clean and sanitary and in proper working condition, in order to comply with health department regulations. Maintains cooking and preparation areas in a clean condition at all times. All other duties as assigned; Must be able to work a flexible schedule to include weekends and holidays.	FT (1)
Room Service Delivery Attendant	The Room Service Server is a key member of the Food and Beverage team and will work closely with the team to deliver exceptional and passionate service to our guests. More specifically, responsibilities include: presenting guest food and beverage preferences timely and to temperature. Engaging in casual conversation, while using the guest name, enhancing the experience by their style and service attributes. Other duties include: general in room dining preparation, maintaining clean and sanitary work areas, setting up and breaking down service trays, and any other assigned duties. Must be able to work a flexible schedule to include weekends and holidays.	PT (1)
Room Service Cashier	The Room Service Cashier is a key member of the Food and Beverage team and will work closely with department team members to deliver amazing services to our guests. More specifically, responsibilities include: Sales activities associated with the Room Service operation to include; Assisting guest in the selection of menu items. Upselling food, beverages, and dinner beverages and desserts. Taking and processing orders, maintaining records, aiding in room service serving process when needed. Must be able to work a flexible schedule to include weekends and holidays.	PT (1)

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