



**Sheraton
Framingham**
HOTEL & CONFERENCE CENTER

Come and Join the Excitement!!

OPEN POSITIONS AS OF:

July 27th, 2011

**Human Resources Office Hours
Monday to Friday
8:00am to 5:00pm**

**Applications and resumes
are only accepted for open positions.**

**Applications are available
from Human Resources & the Front Desk.
Or apply on-line at www.besthotelcareers.com or
www.SheratonFramingham.com.**

Come work in our Castle, we treat you like Royalty!!

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Food Runner (Full-time):

Second shift position responsible for delivering food items to the Restaurant Outlets from the Kitchen in an expeditious manner, cleaning tables and bussing dishes. The ideal candidate has performed this type of work previously. Eligible candidates must be able to lift, carry and deliver trays weighing up to 40 pounds. Understanding and comprehension of both verbal and written English language. Previous customer service experience required. Flexible schedule to include nights, weekends and holidays required. All candidates must possess a strong desire to satisfy customers and guests, a natural ability to be helpful and professional, a warm personality and a drive to succeed.

Room Attendants/Housekeepers (Full-time):

Cleaning guest rooms, changing linens, cleaning bathrooms, vacuuming, cleaning of some public space areas, etc. Candidates must be able to lift up to 30 pounds regularly, 50-60 pounds occasionally, stand on feet for entire shift, bend, twist, push & pull large items. Ability to take direction, work independently, attention to detail and service oriented. Previous housekeeping experience in a hotel is a plus, but not required. Must be flexible to work weekends and holidays.

Outlets Supervisor (Full-time):

This position serves as the daily Supervisor for all Outlets operations, including Restaurant(s) and Room Service. Responsibilities include: daily supervision of Outlets team in conjunction with Director of Outlets, supervision of payroll and labor management, customer service and satisfaction, insuring orders are accurate and complete, general cleaning and upkeep of Outlets area. Qualified candidates must possess: 3-5 years of previous experience in a fast-paced restaurant or bar, TIPS certification strongly preferred, "can-do" attitude, previous experience as a trainer a plus, flexibility with scheduling to include days, nights, weekends and holidays required, top notch customer service skills, eye for detail, desire to satisfy and wow guests, ability to sit/stand/bend/kneel often during shift, ability to push/pull/lift/carry up to 40 pounds often during shift, excellent written and verbal communication skills (English language).

Front Desk Supervisor (Full-time):

Supervise all aspects of front desk operations for assigned times/shifts. Work closely with Front Desk Manager and Rooms Director to ensure the highest levels of service and performance are achieved. Monitor team member performance and recommend/initiate corrective actions, if needed. Conduct inspections of front office area during shift to ensure clean, tidy appearance of all. Promote teamwork and a collaborate environment. Will serve as "Manager on Duty" as required. Ability to work flexible schedule to include majority nights, some days, weekends and holidays as required. Previous Front Desk experience in a hotel required, preferably in a similarly sized hotel. Ability to stand for entire shift, push, pull, lift and carry up to 50 pounds. Excellent communication skills (both written and verbal). Strong focus on customer service and satisfaction and a natural desire to help satisfy guests and team members.

Guest Service Agent (Full-time and Part-time):

Check-in, check-out, phones, customer service and care. Flexible scheduling to include days, nights, weekends and holidays. Previous customer service experience required. Previous Front Desk

experience in a similarly sized hotel preferred. Warm, welcoming and courteous attitude and demeanor. Excellent written and verbal communication skills. Proficiency in computers and hotel systems a plus. Must be able to stand for entire shift, lift up to 15 pounds, bend, twist, push and pull. Ability to work in a team environment, work independently, attention to detail and a strong focus on customer service and satisfaction.

Public Space Attendant (Full-time):

Responsible for the cleaning of all public space areas in the hotel on a nightly basis, and assisting with Guest room calls as requested. Cleaning of guest room as assigned. Candidates must be able to lift up to 30 pounds regularly, 50-60 pounds occasionally, stand on feet for entire shift, bend, twist, push & pull large items. Ability to take direction, work independently, attention to detail and service oriented. Previous housekeeping experience in a hotel is a plus, but not required. Schedule is an evening position with weekends and holidays as needed.

Banquet Houseperson (Full-time):

Responsible for manually setting up and breaking down all function space in Hotel. Servicing all meeting rooms in accordance with Pyramid's high standards of quality. To collect and service all ware and allocate in accordance to Event Orders. Communicate with Supervisors and Managers any deficiencies. Set up all meeting rooms to specifics of clients and guests in a timely and efficient manner. Supply and replenish meeting rooms to guest requests and standards. Ability to work a flexible schedule to include days, nights, weekends and holidays is required. Previous banquet Houseperson experience preferred, but not required. Ability to stand for entire shift. Ability to push, pull, lift and carry up to 50 pounds regularly and 100 pounds occasionally. Ability to push, pull, lift, carry all banquet tables and linen daily. Must be able to comprehend basic English language to understand Event Orders. Great attitude, ability to work in a team environment and independently, strong desire to please and accommodate guests and clients.

Banquet Server (On-Call):

Seeking on-call Banquet Server(s) to work flexible hours and days. Previous banquet server experience in a hotel is required. Excellent customer service skills, great eye for detail, and the desire to satisfy and please our clients/guests. Ability to stand for entire shift, walk, turn, bend and twist. Ability to lift, push, pull and carry up to 50 pounds. Candidates must be able to read, write and speak the English language.

Restaurant Server / Room Service (Full-time):

Responsible for welcoming and serving our Food & Beverage outlets guests, take and deliver orders in a timely and accurate fashion, with a friendly/courteous attitude at all times. Maintain a clean work area and make sure that all supplies are stocked, carrying out all duties to Pyramid standards. Server experience preferred, but not required. Previous customer service experience required. Must be able to work a flexible schedule to include days, nights, weekends, holidays. Must be able to stand for entire shift. Lift, carry, push, pull up to 40 pounds. Ability to read, write and speak the English language.

*We maintain a drug free workplace and
a pre-employment drug screen will be required of all employees.*

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The following Management Positions are available:

Group Sales Manager (Full-time):

Responsible for the successful selling of assigned Group market to ensure all goals are met and/or exceeded. Meet, greet and entertain potential clients, providing information regarding the property to promote and increase sales. Generate requests for proposals and manage efforts to secure business in assigned market(s). Negotiate contracts ensuring that all pertinent aspects of solicitation and closing are complete and documented. Must meet or exceed annual goals/targets for position. The ideal candidate must be able to effectively communicate well with all prospects, ability to read, write and speak the English language. Independent, high energy, professional, entrepreneurial Sales professional with at least 3 to 5 years of selling experience in a similarly sized hotel is required. Knowledge of hotel structure and how all departments interact is a plus.

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