



The mission of the Department of Conference Services at Loyola University Chicago is to provide a setting that is welcoming, hospitable and inviting for conferences, workshops, meetings, wedding receptions and other programs.

The Conference Services Department at Loyola University Chicago is gearing up for our 2018 Summer Conferencing season. Both of our campuses will be hosting numerous groups with summer programming needs. Due to the nature of the conferencing season, we are hiring Intern Management leaders to direct our Guest Services and Room Attendant staff. We are looking for Interns who excel in the field of hospitality with an emphasis on communication and team-building skills. Have outstanding work-ethic and initiative, and have high standards of professionalism and customer service. Detailed below are our expectations and short descriptions of the different areas for which we will be hiring. Positions will be assigned to a specific campus.

Manager, Guest Services and Room Attendants Team

Summary: The Manager, Guest Services and Room Attendants will manage the daily operation of a team of Conference Services Guest Services and Room Attendant staff assigned to a particular block of summer conference residence halls, at either our Lake Shore or Water Tower Campus. This position requires a flexible schedule including weekend and evening hours, as well as overnight shifts. This individual will be expected to clearly communicate client needs and expectations to their supervisor/manager.

Duties will include but are not limited to:

- **Guest Services:**
 - Ensure guests are checked-in properly and key packets are prepared
 - Verify guest data is properly entered into Kinetics (conference software program)
 - Confirm that check-outs are done correctly and keys are returned
 - Ensure that all At Your Service Desks are properly staffed
 - Advise on room blocks and possible changes
- **Room Attendants:**
 - Oversee daily bedroom/apartment cleaning schedules and preparation of the daily task sheets
 - Coordinate with Loyola's custodial services on cleaning of bedrooms/apartments
 - Monitor the updating of dirty/clean/inspected rooms in Kinetics
 - Communicate with Laundry service on pick-up and drop-off service
- **Overall**
 - Prepare staff schedules
 - Direct and work in tandem with the Guest Service and Room Attendant Assistant Managers
 - Evaluate staff performance and potential training needs
 - Advisement on staff disciplinary/corrective actions
 - Consistently communicate with Supervisor/Manager on the operations and workings of your team
 - Coordinate with Facilities and Residence Life on possible maintenance issues, and adjusting rooms for potential arrivals
 - Attend weekly meetings as scheduled along with the assistant managers
 - Serve as a resource for any and all guest needs
 - Resolve staff conflicts that may arise between staff and assist managers in conjunction with your supervisor/manager, as you will serve as a resource for employee concerns.



Qualifications:

- **Preferred:**
 - Attention to detail and understanding of logistics, organization, planning skills, communication, analytical, and interpersonal skills, computer skills, the ability to prioritize and multi task. A successful candidate will be a team player with a strong work ethic, who actively contributes to the welfare in a fast-paced environment and has proven the ability to work independently and collaboratively across units while being sensitive and responsive to the needs of the staff, managers, and clients.
 - Have knowledge of Loyola University Chicago Lake Shore and Water Tower Campuses, as well as the city of Chicago.
 - Excel in team settings and possess an ability to work with many different groups of people.

- **Required:**
 - Candidate must have exceptional customer service skills, hotel/lodging industry front desk, housekeeping, and/or Guest Services experience.
 - Availability to work 32-40 hours per week, including weekends, holidays, evenings, and overnights. Extra hours may be necessary.
 - Are completely available from **May 14** through **August 14**. Possibility for an earlier arrival for training.
 - Must have a 2.0 cumulative GPA at the time of application and maintain a 2.5 cumulative and semester GPA for the duration of their employment.
 - Must successfully pass a criminal background check conducted in conjunction with the Human Resources office.
 - Must be able to move and handle up to 50 pounds.

For your Reference: Job Descriptions for positions you will manage:

Guest Services - In this position you will greet all those checking-in or -out of the residence halls at Loyola.

You will/may:

- Maintain the key inventory and report any lost keys or Prox cards.
- Fill out all necessary paperwork needed to invoice the group correctly.
- Communicate room turnovers to the Room Attendants, in order to make sure that the rooms are cleaned and ready for the next guest.
- Be in charge of closing out each guest's bill and collect payment on any incidental charges not covered by the master invoice.
- Have periodic overnight duty.
- Manage the meal cards the guests use for their meal plans.
- Perform concierge services for guests, ex: arrange for taxis, restaurant suggestions, etc.
- This position has a very demanding schedule requirement, including overnight shifts and split shifts to accommodate for check-in/out times.
- Provide golf cart and van driving services.
- May have to assist in moving of furniture amongst campus buildings and/or bedrooms.
- Perform additional duties as assigned. May assist with Room Attendant duties.
- Assist with overseeing conference guest(s) lodging within resident halls. Duties include: Responding to emergency and non-emergency guest situations and contacting the proper personnel for assistance if necessary; nightly rotational duty schedules which will require monitoring guest activities as well as being visible, approachable, and regularly available to conference guests.



Room Attendant – You will coordinate all housing related needs. You will/may:

- Work with facilities staff and provide them with room cleaning rotations.
- Prepare guest rooms for arrival. This includes making beds, vacuuming, and straightening rooms.
- Conduct room inspections to make sure that the rooms are being cleaned as instructed.
- Coordinate laundry service pick-ups and drop-offs and maintain inventories.
- Inventory furniture, equipment, and room condition on an on-going basis during the summer program.
- Assess fines and damages to rooms where damage has occurred.
- May have to assist in moving of furniture amongst campus buildings and/or bedrooms.
- This position offers a flexible schedule, most shifts are a standard day shift, but there is several times where you may need to work at night, early morning, or weekends.
- Perform additional duties as assigned. You may assist with Guest Services duties.
- Assist with overseeing conference guest(s) lodging within resident halls. Duties include: Responding to emergency and non-emergency guest situations and contacting the proper personnel for assistance if necessary; nightly rotational duty schedules which will require monitoring guest activities as well as being visible, approachable, and regularly available to conference guests.

Housing Requirement:

All summer conference staff must live in the residence halls for the duration of their employment in the role and assist in facilitating the community living experience. In general, housing provided to an LUC employee at either no charge or at a reduced rate, is considered taxable income to the employee, unless an exception applies.

IRS Section 119(a) provides an exception for housing if the following three criteria are met:

- The housing is provided on University premises – (Treasury Reg 1.119-1 (‘c)1 defines premises as the “place of employment of the employee”)
- The housing is provided for the University’s convenience
- The housing is required as a condition of employment (This means that the employee be required to accept the lodging in order to enable him/her to properly perform the duties of his/her employment)

If **ALL three** criteria are met, the value of the housing is excluded from the employee’s income. The housing should also not be paid as an allowance, otherwise it becomes taxable.

The failure to meet any of the above criteria will cause the value of the housing to be included in the employee’s income.

*Please note that **ALL** student staff must live within the residence halls of Loyola University Chicago in order to be employed by Conference Services. Failure to accept this agreement with Conference Service’s summer housing will result in immediate termination of your summer contract.

Training Requirements: All staff is required to meet for a general meeting to go over expectations for the summer, answer any questions that you may have, and give you an opportunity to meet the rest of the staff. This meeting will be held on **Saturday, April 7, 2018**. You must be available from **9 am to 5 pm** for this meeting. Staff members must also be available from **9 am to 5 pm every day of the first (training) week**.



Job Responsibilities:

1. Fulfill the responsibilities of the Job Description including additional responsibilities assigned by your supervisors and/or as directed by Conference Service Manager or Director.
2. Failure to comply with any stipulation in the Terms of Appointment document or Job Description could result in job-related disciplinary action to and include termination.

Compensation: Summer conference staff will receive a generous compensation package with an hourly wage to be discussed during the interview process. As always, it is our goal to provide the best customer service possible to our guests. If you're interested in being part of our team, please fill out the application and return it by the date below. Applications will not be considered if the recommendation forms are not received by the due date. All applications, interview applications, and recommendation forms are due by **5 pm on Monday, February 12, 2018**. You can return these items to:

- **By Email:** cs-employ@luc.edu;
- **By Fax:** 312-915-6255 (*If you fax application materials, please send an email to cs-employ@luc.edu to make sure we received it.*)

****Please make sure that everything on this application is truthful and answered to the best of your ability; and that you meet all the requirements for this position. All applications are due February 12, 2018 at 5 pm.** Everything on this application should be legible, especially your email (this will be our primary form of communication).

Interview Information

Upon review of the applications received, you will receive an email for a request for an interview. Interview may be done in person, or via a web platform. Interviews may last up to an hour. Anytime during this process, please feel free to direct any questions to cs-employ@luc.edu to the **ATTN: Judy Sunvold**.

How our Interview Process Works: Please see the requirements below. We may call you back for a second interview allowing us the opportunity to ask you more follow-up questions. Our offer letters will be sent **Friday, March 9**.

Requirements for Interviews: For your interview, we ask that you are dressed nicely and are prepared for interview-type questions and interactions with other potential team members. We ask that you send a résumé with your application. Also, you need to provide information regarding other commitments that you have during the summer. You may be allowed some opportunity for unpaid time-off during your employment, however, we strongly encourage team members to plan ahead and take family vacations prior to the beginning of the summer. You are expected to work **May 14** through **August 14, 2018**.



Loyola University Chicago - Summer 2018 Application Manager, Guest Services & Room Attendants Team

Reminder: All staff is required to meet on **Saturday, April 7, 2018** for a meeting to go over expectations for the summer, answer any questions that you may have, and to give you an opportunity to meet the rest of the staff. You must be available to meet between **9 am to 5 pm**. **If there is a conflict with meeting on this date and time, we need to know during your interview session. Failure to comply with the training requirements will result in termination from the Conference Services Department.**

Employee Information:

Please provide us with your Information.

Name:	
Address:	
Address2:	
City:	
State:	
ZIP:	
Email Address:	
Cell Phone #:	
Current Year in School	___ Freshman; ___ Sophomore; ___ Junior; ___ Senior-Graduating in May 2018; ___ Senior-Graduating in Fall 2018; ___ Graduate student - graduating year? ____
Major	

I have read and agree to the requirements, appointment terms and conditions laid out by the Conference Services Department. ___ YES ___ NO

I am available for an interview (please select all that apply):

Below please indicate what times you would be available for an interview during the dates of February 19; 20; 21, 2018. Also, please indicate if you have any conflicts for the April 7th training.

An email will be sent **February 19** with your scheduled time, and instructions on how the interview will be conducted.



Name _____

Application Questions: Please answer the following questions to the best of your ability. Your answers are not to be restricted by the size of the response box below.

Why do you want to work for Conference Services?	
What do you hope to gain from your experience working for Conference Services?	
What do you think you can contribute to the Loyola community as a Conference Services employee?	
What past experiences do you have that could help you in the position with Conference Service?	
What hospitality experience would you bring to this position?	
What do you feel is the biggest challenge in the hospitality field today?	

Do you have any other commitments during the work period that we should be aware of, i.e. volunteering, week of vacation, other Loyola employment? Note: We expect all applicants to be able to commit to a 32-40 hour work-week including night, weekend, holiday, and potentially overnight shifts.



Recommendation Form

Name of Candidate: _____

The above person is applying for a position as a Conference Services Summer employee at Loyola University Chicago. Please have the applicant provide you with a brief description of what the job entails.

Please review the major responsibilities of the position and then respond to the recommendation questions.

Does/Is this candidate:

Have the ability to make a positive first impression? Yes No Have not observed

Have developed emotional control and self-confidence? Yes No Have not observed

Self-motivated and independent? Yes No Have not observed

Work well under pressure? Yes No Have not observed

In what capacity do you know the applicant? _____

How long have you known this applicant? _____

Comments, Praises, or Concerns? Please help us to learn more about the applicant, in order to help us place them in the appropriate position, if chosen.

Based on your knowledge of this candidate and the responsibilities of the Conference Services department, do you recommend her/him for a position?

Yes Yes, but please see comments above No

Name: _____

Address: _____

Phone: _____

E-mail: _____

Signature: _____

Date: _____

Thank you for your interest. Please return to: Conference Services: cs-employ@luc.edu, fax to 312-915-6255



Application Checklist

YOU ARE NOT DONE WITH THE APPLICATION PROCESS. PLEASE SEE ADDITIONAL REQUIREMENTS BELOW. This is for your reference; we encourage you to use it to make sure you have completed all the materials that we need from you. Please note that if we have not received everything by February 12 you will not be considered for employment with the Conference Services Department. Emails will be delivered March 9 notifying you if you have been selected for a position within Conference Services. Thank you for your interest. We look forward to meeting you.

TO TURN IN by February 12, 2018 by 5 pm:

- Application
- Recommendation Form - Reference #1
- Recommendation Form - Reference #2
- Resume
- Cover Letter

To have ready for your interview:

- Be on the lookout for your interview time, it will come via email (please note: you will not receive an interview time if we have not received everything and you did not provide an email address)
- List of other obligations - volunteering, expected vacations, etc. (Please have this typed and listed in order by date)

Please provide all of the above at your prior to your Interview Session. If you do not currently have any commitments, please make a form that says "no commitments" under other obligations.

Thank you