

## Departmental Payroll Titles

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This section lists the typical job titles found in each of the departments of a lodging property. Individual properties may choose to use the same names or different names for the positions, but the *Uniform System* does not allow properties to combine departments other than what has been described earlier in this guide and remain "in conformity with the *Uniform System*."

"Manager" as used in any of these classifications is a proxy for manager, assistant manager, supervisor or other similar managerial/supervisory job classification. Management trainee and administrative assistant payroll is recorded in the department(s) where hours are worked.

### Rooms

#### Management

Rooms director, director of revenue management, revenue manager, night manager

#### Front Office/Guest Service

Front desk: Front office manager, desk clerk

Bell service: Bell captain, bell/luggage attendant, door attendant, dispatcher

Guest services: Director of guest services, guest services manager, concierge, guest services representative, activities attendant, guest services coordinator

#### Housekeeping

Executive housekeeper, director of housekeeping, housekeeping manager, floor supervisor, room attendant, house attendant, public area attendant, turndown attendant, night attendant, housekeeping/linen runner, linen control supervisor, linen room attendant, sewing attendant, uniform room attendant

#### Reservations

Director of reservations, reservations manager, reservations agent

#### Transportation

Transportation manager, driver

#### Club Floor

Club floor manager, club floor attendant

## Food

### Management

Director of food and beverage, assistant food and beverage director/manager, food and beverage cost controller

### F&B Purchasing/Storeroom

Food and beverage purchasing manager, food storeroom manager, food storeroom attendant

### Food Preparation

Executive chef, executive sous chef, pastry chef, food production manager, chef de cuisine, chef garde manger, chef tournant, butcher, baker supervisor, baker, saucier, pantry supervisor, pantry attendant, cook

### Stewarding

Stewarding manager, steward, potwasher, silver room supervisor, silver room attendant, kitchen cleaner

### Restaurants

Director of outlets, director of restaurants, restaurant manager, restaurant server, sommelier, maître d', greeter, bus attendant, server, buffet attendant, food runner, restaurant cashier

### Banquets/Catering

Banquet manager, banquet captain, banquet bus attendant, banquet server, banquet cashier, banquet houseperson, audiovisual manager

Director of catering, director of convention services, convention services manager, event manager

### In-Room Dining

In-room dining manager, in-room dining captain, in-room dining server, in-room dining order taker, in-room dining cashier, bus attendant

## Beverage

### Management

Beverage manager

### Beverage Service

Bartender, service bartender, banquet bartender, barback, beverage server, bar attendant

### Beverage Storeroom

Beverage storeroom manager, beverage storeroom attendant

## **Telecommunications**

Telecommunications manager, telecommunications attendant

## **Golf Course/Pro Shop**

### **Maintenance**

Director of golf course maintenance, golf course maintenance manager, greens supervisor, greens keeper, gardener, general maintenance, driver, mechanic

### **Operations**

Director of golf, golf instructor, golf manager, golf marshal, golf course attendant, caddy, golf cashier, golf cart maintenance, golf ranger, golf pro, golf pro assistant, instructor, locker room attendant, club storage attendant, repair attendant, golf car storage attendant, ranger, starter

### **Golf Pro Shop**

Golf pro shop manager, retail manager, golf pro, golf pro shop cashier, golf pro shop attendant, sales clerk

## **Health Club/Spa**

### **Spa**

Spa manager, spa director, spa sales manager, spa reception agent, fitness consultant, attendant, steam room/sauna attendant, hair stylist, manicurist, massage therapist, masseur/masseuse, salon supervisor, salon associate

### **Health Club**

Health club sales manager, health club pool manager, health club director of retail, director of health club, health club manager, health club retail manager, health club attendant, health club cashier, health club pool attendant, health club pool supervisor, health club retail agent, health club technician, health club front desk agent, health club reservations agent

### **Swimming Pool**

Pool manager, pool attendant, lifeguard

## **Garage and Parking**

Garage manager, valet/parking attendant, garage cashier

## **Administrative and General**

### **Manager's Office**

Managing director, general manager, resident manager, hotel manager, quality assurance manager

### **Accounting**

Controller, assistant controller, accounting manager, credit manager, chief accountant, accounts receivable manager, financial analyst, general cashier, paymaster, staff accountant, revenue audit manager, accounts payable manager, group billing clerk, accounting clerk

### **Cost Control**

Cost controller, profit improvement manager

### **Storeroom and Receiving**

General storeroom attendant, receiving clerk, package room manager, package room attendant

### **Purchasing**

Director of purchasing, buyer, clerk, receiving agent, storekeeper, purchasing agent, purchasing coordinator

### **Information Systems**

Director of information systems, MIS manager, systems manager, systems analyst, programmer, computer operator

### **Security**

Director of security, security manager, security officer

### **Human Resources**

Director of human resources, human resources manager, human resources coordinator, training director, benefits manager, benefits coordinator, employee relations manager, employment manager

## **Marketing and Sales**

Director of marketing, sales manager, director of group sales, director of public relations, public relations manager, director of marketing communications, research analyst, pricing manager, catering sales manager

## **Property Operation and Maintenance**

Director of engineering, chief engineer, engineering manager, groundskeeper, equipment operator, heavy machine operator, general maintenance engineer, general maintenance laborer, carpenter, electrician, painter, plumber, engineer, engineering coordinator, mechanic, environmental manager, energy manager

## **House Laundry**

### **Management**

Laundry/valet manager

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**Finishing**

Folder, press machine operator, ironer, finisher

**Washing**

Washer, wringer, extractor, puller, tumbler

**Other**

Sorter, marker, checker, collection and delivery employee, linen attendant, chute attendant, sewing attendant

**Employee Cafeteria**

Employee cafeteria manager, employee cafeteria attendant, employee cafeteria cook