

## **Suite Attendant**

### **UF4143**

#### **Job Overview:**

The Suite Attendant provides personalized food and beverage service to guests in private suites during events. This role serves as the primary point of contact for suite holders and their guests and is responsible for delivering a high-quality, hospitality-focused experience throughout the event. Suite Attendants ensure suites are properly set, stocked, and maintained while responding to guest needs in a timely and professional manner.

Suite Attendants work exclusively within assigned suites and support pre-event preparation, in-event service, and post-event cleanup. Responsibilities may vary based on venue type, event expectations, and service offerings.

#### **General Responsibilities:**

- Provide personalized food and beverage service to guests within assigned suites.
- Prepare suites prior to events, including stocking food, beverages, condiments, serveware, and amenities.
- Review menus, order details, and service expectations prior to guest arrival.
- Deliver food and beverages accurately and in accordance with service timing.
- Serve alcoholic and non-alcoholic beverages in compliance with all alcohol service laws and company policies.
- Maintain cleanliness, organization, and presentation of suites throughout the event.
- Monitor guest needs and proactively offer service to enhance the overall suite experience.
- Communicate with culinary, beverage, and premium service teams to coordinate order fulfillment.
- Address guest questions or concerns professionally and escalate issues to Suite Supervisor as needed.
- Maintain accurate records of orders, returns, or service activity as required.
- Assist with event breakdown, including clearing, cleanup, and securing supplies and equipment.
- Follow Health Department regulations and company standards for food safety and sanitation.
- Attend required pre-event briefings, training, and safety meetings.
- Report accidents, injuries, guest concerns, or unsafe conditions promptly.
- Perform additional duties and responsibilities as assigned.

## **Job Qualifications**

### **Experience/Knowledge:**

- High School diploma, GED, or equivalent experience preferred.
- Previous food and beverage, hospitality, or premium service experience preferred.
- Must meet minimum age requirements to serve alcohol based on local and state regulations.

### **Skills/Aptitude:**

- Strong hospitality and guest service skills.
- Ability to provide attentive, high-touch service in a premium environment.
- Professional communication and interpersonal skills.
- Strong attention to detail and organization.
- Ability to anticipate guest needs and respond appropriately.
- Ability to work independently while coordinating with a broader service team.

## **License/Qualifications**

### **Certifications**

- Must maintain a valid TIPS (Training for Intervention Procedures), TEAM (Techniques for Effective Alcohol Management), or equivalent alcohol-service certification, and comply with all state-specific alcohol training requirements.
- A food handler certification may be required based on state or local regulations.

### **General Qualifications:**

- Willingness to learn and uphold premium service standards.
- Maturity of judgment and professional demeanor.
- Maintains high standards for cleanliness, presentation, and appearance.
- Reliable attendance and punctuality in accordance with Sodexo policies and event schedules.
- Ability to work a flexible schedule, including nights, weekends, holidays, and extended event hours.
- Must comply with all dress code and appearance standards.

### **Physical Requirements:**

- Ability to walk or stand for extended periods of time, throughout the entire duration of a shift, which may often exceed 8 hours.
- Ability to frequently move between suites, kitchens, and service areas.
- Ability to carry trays and food and beverage items.
- Ability to reach, bend, stoop, push, and pull.
- Ability to frequently lift and move up to 35 pounds and occasionally lift and move

up to 40 pounds.

**Working Conditions (may add additional conditions specific to defined work location):**

- Works primarily within private suites during live events.
- Exposure to crowds, moderate to loud noise levels, and fast-paced service environments.
- May work indoors or outdoors depending on suite location and venue layout.
- May be exposed to varying temperatures during event setup and breakdown.

**Unit Description: Identify unit-specific job tasks and qualifications in relation to this job. List any language(s), software or registrations required to perform this job. Please describe the typical writing, speaking and presentation skills required for this job and identify the audience.**

**Employee signature below constitutes employee's understanding of the responsibilities, qualifications, requirements and working conditions of the position.**

Employee \_\_\_\_\_ Date \_\_\_\_\_  
Manager \_\_\_\_\_ Date \_\_\_\_\_