Current Position: Club Coat Check

Overview of Position

Essential Function/Purpose of this Position:

Primarily responsible for accepting coats from club patrons and hanging them in an orderly and efficient manner

Primary functions of position are:

- Greeting patrons
- Accepting coats and hanging them in an orderly, organized fashion
- Making a nightly cash deposit

Required Education:

Generally, completion of a high school diploma would be required, but not essential. Less than high school education would be acceptable.

Required Experience:

Basic and proficient numeracy skills

Type of Experience:

Previous customer service experience would be an asset

Necessary Special Requirements: Licenses, registrations, certifications:

"It's Good Business" Certification (MTEC)

Supervisory Responsibility and Capacity:

None

Budget Responsibilities:

None

Area of Responsibility:

Club – counter with pull up window & open coat area

Working Environment:

Club environment – frequent loud music playing, low level lighting, noisy, crowded and warm/cold at times

Physical Effort:

Club Coat Check personnel must be tall enough to reach higher level racking (in order to store coats in an effective and safe manner). A significant portion of the shift is spent standing, reaching, pulling, twisting and turning. Club Check personnel must also be able to lift 25 pounds (minimum) when carrying multiple coats simultaneously.

Factors That Can Cause Stress:

Difficult/angry patrons, timelines, co-workers, demands of job, equipment failure and accuracy/quantity requirements

How Learning Occurs:

Learning occurs primarily on the job as part of regular work activity, and through co-workers. Learning also takes place outside of the organization, at company paid courses such as service seminars.

Attitudes:

The most successful Club Coat Check personnel are those who possess friendly, pleasant, polite and patient attitudes towards club patrons. Coat Check personnel should be able to handle the pressure of long line-ups and demanding customers.

ESSENTIAL SKILLS

Reading

- Club Coat Check personnel must be able to read numerical data such as coat check number tags, cash out sheets and deposit envelopes, IMPORTANT, FREQUENTLY
- Club Coat Check personnel may read notes or memos from club or hotel management, IMPORTANT, OCCASSIONALLY
- May read flyers regarding special events or promotions, IMPORTANT, REGULARLY
- Club Coat Check personnel will read items on the contact board to keep informed of new products, procedures or administrative matters, IMPORTANT, OCCASSIONALLY
- Must be able to read an employee shift schedule, OFTEN

Document Use

- Club Coat Check personnel will complete cash out sheets and deposit envelopes when making the coat check deposit after the club closes, IMPORTANT, FREQUENTLY
- Club Coat Check personnel must be able to use coat check tags as a method of maintaining coats in an orderly fashion, IMPORTANT, FREQUENTLY
- Club Coat Check personnel must be able to read signs (relating to club policies/procedures), labels or lists, IMPORTANT, REGULARLY
- Club Coat Check personnel will complete employee related forms such as timesheets or requests for time off, OFTEN

- Must be able to read tables, schedules and other table-like text (i.e., employee shift schedule), OFTEN

Numeracy

- Club Coat Check personnel must know patron coat check charges, IMPORTANT, FREQUENTLY
- Club Coat Check personnel must take cover charges and ensure the correct funds have been provided, IMPORTANT, FREQUENTLY
- Club Coat Check personnel are required to provide the correct change to patrons, IMPORTANT, FREQUENTLY
- Club Coat Check personnel are required to make a coat check cash deposit once the club closes for the evening, IMPORTANT, FREQUENTLY
- Club Coat Check personnel are required to use a ticket numbering system to maintain an efficient and orderly system for hanging coats, IMPORTANT, FREQUENTLY
- Upon retrieving a coat, Coat Check personnel must be able to identify the numbers on the coat check ticket to the hanger ticket, and determine the vicinity of the coat based on number sequencing. Basic addition and subtraction are often used, IMPORTANT, FREQUENTLY
- Club Coat Check personnel will record hours worked on time sheets, IMPORTANT, FREQUENTLY
- In the instances above, the Club Coat Check personnel work with whole numbers (addition, subtraction, multiplication, division)
- Club Coat Check personnel will make calculations in their heads, using a pen and paper and/or using a calculator

Writing

- Club Coat Check personnel are required to complete cash out sheets and deposit envelopes, IMPORTANT, FREQUENTLY
- Club Coat Check personnel are required to sign off that a deposit has been completed, IMPORTANT, FREQUENTLY
- On occasion, Club Coat Check personnel may be required to write out coat check ticket numbers when tickets go missing, OCCASSIONALLY
- Club Coat Check personnel are required to provide a short explanation when their cash deposit is over or short, OCCASSIONALLY
- May write brief notes to management requesting vacation or time off work, OFTEN

Oral Communication

- Club Coat Check personnel are required to communicate with a variety of people, including patrons, co-workers, club management and security, IMPORTANT, FREQUENTLY
- Club Coat Check personnel are required to greet patrons and provide friendly service while taking coats, IMPORTANT, FREQUENTLY
- Club Coat Check personnel may be required to answer general questions regarding charges, hours of operation, promotions, products and services, IMPORTANT, REGULARLY
- Club Coat Check personnel may be required to give patrons unwelcome information in cases when patrons are missing their check tickets, and/or they are in violation of coat check policies, OCCASSIONALLY
- Club Coat Check personnel will interact with their supervisor, receiving instructions or information, informing their supervisor of problems such as running short of change, and discussing how the shift is going, IMPORTANT, REGULARLY

- Club Coat Check personnel may interact with co-workers to coordinate work and schedules, IMPORTANT, FREQUENTLY
- Club Coat Check personnel may be required to train new employees, IMPORTANT, OCCASSIONALLY
- Club Coat Check personnel may participate in staff meetings, OCCASSIONALLY
- In the instances above, the primary mode of communication is in person

Working with Others

- Club Coat Check personnel work largely independently, or with members of a team. Team members include co-workers such as other Coat Check personnel, security, club or hotel staff and management, IMPORTANT, FREQUENTLY
- During extremely busy times in the club, Club Coat Check personnel will work in conjunction with a co-worker, IMPORTANT, FREQUENTLY
- Club Coat Check personnel will coordinate their work with others, to avoid overlapping break times, IMPORTANT, FREQUENTLY
- On occasion, Club Coat Check personnel will train or mentor new employees through job shadowing, IMPORTANT, OCCASSIONALLY

Thinking Skills

- Club Coat Check personnel are required to use effective problem solving and decision making skills when managing difficult or upset patrons, IMPORTANT, FREQUENTLY
- Club Coat Check personnel must use effective problem solving and decision making skills when he/she is running out of coat hangers due to volume, IMPORTANT, OFTEN
- Club Coat Check personnel must decide how to handle the situation when a patron looses his/her coat check ticket, which violates club policy, IMPORTANT, OFTEN
- Club Coat Check personnel may find that cash does not balance when making the nightly deposit. They must use problem solving skills to rectify the situation, IMPORTANT, REGULARLY
- Club Coat Check personnel are required to remember coat check prices, IMPORTANT, FREQUENTLY
- Club Coat Check personnel may remember the names and faces of repeat patrons for guest service purposes, IMPORTANT, REGULARLY
- In terms of job task planning and organizing, much of the Club Coat Check's activity will depend on the flow of business from patrons. They schedule their tasks in collaboration with one another to determine who will be responsible for which tasks during the shift, IMPORTANT, REGULARLY

Computer Use:

- Club Coat Charge personnel will sometimes use a calculator when calculating deposits, IMPORTANT, OFTEN

Continuous Learning

- Club Coat Check personnel will occasionally take company sponsored courses such as first aid and service related workshops
- Club Coat Check personnel are also expected to maintain current on club policies and procedures

ESSENTIAL SKILLS SUMMARY

The most important essential skills for this position are:

1. Skill: Oral Communication, Very Important, Used Daily

2. Skill: Numeracy, Very Important, Used Daily

3. Skill: Document Use, Very important, Used Daily