

SDCLA Gold Key
Awards: Role-Mapping

Titles, Roles & Responsibilities for each of the Gold Key Honoree categories:

- Housekeeping
- Guest Services
- Food & Beverage – Front of House
- Food & Beverage –"Heart of House"
- Sales, Marketing & Revenue Management
- Engineering & Security
- Accounting & Finance
- Human Resources

Housekeeping

Leadership & Management

- Director of Housekeeping
- Executive Housekeeper
- Assistant Director of Housekeeping
- Housekeeping Manager
- Assistant Housekeeping Manager
- Rooms Division Manager (*if overseeing housekeeping directly*)

Supervisory Roles

- Housekeeping Supervisor
- Floor Supervisor
- Public Area Supervisor
- Laundry Supervisor
- Housekeeping Team Lead

Guestroom & Public Area Staff

- Room Attendant
- Guestroom Attendant (GRA)
- Housekeeper
- Public Area Attendant
- Lobby Attendant
- Night Cleaner
- Turn-Down Attendant

Laundry & Linen Services

- Laundry Attendant
- Linen Attendant
- Uniform Attendant
- Valet/Laundry Attendant (*non-front desk*)

Specialized / Support Roles

- Housekeeping Inspector
- Quality Assurance Inspector (Housekeeping)
- Housekeeping Coordinator / Dispatcher
- Lost & Found Coordinator
- Housekeeping Administrative Assistant

Guest Services

Front Desk & Reception

- Guest Services Agent
- Guest Service Representative (GSR)
- Front Desk Agent
- Front Office Agent
- Receptionist
- Front Desk Associate
- Night Auditor (often dual guest services role)

Concierge & Guest Experience

- Concierge
- Guest Experience Agent
- Guest Experience Ambassador
- Guest Relations Agent
- Guest Relations Officer
- VIP Services Agent

Bell & Arrival Services

- Bell Attendant / Bellperson
- Bell Captain
- Door Attendant / Doorman
- Valet Attendant (sometimes grouped under guest services)

Guest Services Management

- Guest Services Supervisor
- Guest Services Manager
- Front Office Supervisor
- Front Office Manager
- Guest Relations Manager

Call Center & Support

- Guest Services Call Agent
- Reservations Agent (often overlaps with guest services)
- PBX Operator / Telephone Operator

Hospitality & Resort-Specific Roles

- Hospitality Agent
- Resort Services Agent

- Welcome Ambassador
- Lobby Ambassador

Food & Beverage - Front of the House (Guest Facing)

Restaurant Service

- Server / Waiter / Waitress
- Food & Beverage Server
- Dining Room Attendant
- Restaurant Attendant
- Restaurant Host / Hostess
- Captain / Service Captain

Bar & Lounge

- Bartender
- Bar Server / Cocktail Server
- Lounge Attendant
- Barback

Room Service & In-Room Dining

- In-Room Dining Server
- Room Service Attendant
- Room Service Order Taker

Banquets & Events (FOH)

- Banquet Server
- Banquet Captain
- Banquet Bartender
- Catering Server
- Event Service Staff

Cafés & Casual Outlets

- Café Attendant
- Coffee Bar Attendant / Barista
- Poolside Server
- Snack Bar Attendant

Food & Beverage Leadership (FOH)

- Food & Beverage Supervisor
- Restaurant Supervisor
- Outlet Supervisor
- Bar Supervisor
- Banquet Supervisor
- Restaurant Manager
- Bar Manager
- Outlet Manager
- Assistant Food & Beverage Manager

- Food & Beverage Manager

Luxury / Resort-Specific Titles

- Dining Experience Ambassador
- VIP Dining Host
- Butler (when dining service-focused)

Food & Beverage - Heart of House (Non-Guest Facing)

Culinary / Kitchen

- Executive Chef
- Chef de Cuisine
- Sous Chef
- Junior Sous Chef
- Line Cook
- Cook I / II / III
- Commis Chef
- Prep Cook
- Breakfast Cook
- Garde Manger
- Pastry Chef
- Pastry Cook
- Baker

Stewarding & Sanitation

- Steward
- Dishwasher
- Kitchen Steward
- Stewarding Supervisor
- Chief Steward

Banquets & Production

- Banquet Chef
- Banquet Cook
- Production Cook

Culinary Support & Specialty Roles

- Butcher
- Pantry Attendant
- Cold Kitchen Attendant
- Chocolatier (luxury properties)

Food & Beverage Leadership (BOH)

- Culinary Supervisor
- Kitchen Supervisor
- Culinary Manager
- Executive Sous Chef

Hotel-Specific / Large Property Roles

- Central Kitchen Cook
- Commissary Cook
- Staff Cafeteria Cook
- Staff Dining Attendant

Sales, Marketing & Revenue Management

Sales

- Director of Sales
- Director of Sales & Marketing
- Assistant Director of Sales
- Sales Manager
- Senior Sales Manager
- Group Sales Manager
- Catering Sales Manager
- Convention Services Manager
- Conference Services Manager
- Corporate Sales Manager
- Leisure Sales Manager
- Business Development Manager
- Account Manager

Marketing

- Director of Marketing
- Marketing Manager
- Digital Marketing Manager
- Brand Marketing Manager
- Communications Manager
- Public Relations Manager
- Social Media Manager
- Content Marketing Manager
- E-Commerce Manager

Revenue Management

- Director of Revenue Management
- Revenue Manager
- Senior Revenue Manager
- Regional Revenue Manager
- Yield Manager
- Pricing Manager
- Demand Analyst

Distribution, Analytics & E-Commerce

- Distribution Manager
- Channel Manager

- Revenue Analyst
- Business Intelligence Analyst
- E-Commerce Analyst

Sales & Marketing Support

- Sales Coordinator
- Sales Administrator
- Marketing Coordinator
- Revenue Coordinator

Luxury / Large Hotel / Corporate Roles

- Cluster Director of Revenue
- Cluster Sales Manager
- Area Director of Sales
- Area Director of Revenue Management

Engineering & Security

Engineering / Maintenance

- Chief Engineer
- Director of Engineering
- Assistant Chief Engineer
- Engineering Manager
- Maintenance Manager
- Maintenance Supervisor
- Engineer / Hotel Engineer
- Maintenance Technician
- General Maintenance Technician
- Building Engineer
- Facilities Engineer
- Facilities Manager
- Groundskeeper

Skilled Trades

- Electrician
- Plumber
- HVAC Technician
- Refrigeration Technician
- Painter
- Carpenter

Engineering Support Roles

- Preventive Maintenance Technician
- Engineering Coordinator
- Engineering Administrative Assistant

Security

- Director of Security
- Security Manager
- Assistant Security Manager
- Security Supervisor
- Security Officer
- Loss Prevention Officer
- Safety & Security Officer

Life Safety & Compliance

- Life Safety Manager
- Fire & Life Safety Officer
- Emergency Preparedness Manager
- Risk & Safety Manager

Combined / Hotel-Specific Titles

- Engineering & Security Manager
- Facilities & Security Manager
- Loss Prevention Manager

Accounting & Finance

Hotel Accounting & Finance Leadership

- Director of Finance
- Director of Finance & Accounting
- Controller / Hotel Controller
- Assistant Controller
- Finance Manager

Accounting

- Accountant
- Staff Accountant
- Senior Accountant
- Accounting Manager
- Accounting Supervisor
- Accounts Payable Manager
- Accounts Receivable Manager

Accounts Payable / Receivable

- Accounts Payable Clerk
- Accounts Payable Coordinator
- Accounts Receivable Clerk
- Accounts Receivable Coordinator
- Billing Clerk

Payroll

- Payroll Manager
- Payroll Supervisor

- Payroll Administrator
- Payroll Clerk

Income Audit & Cash Controls

- Income Auditor
- Night Auditor (financial-focused role)
- Revenue Auditor
- Cashier / General Cashier

Purchasing & Cost Control (often Finance-aligned)

- Purchasing Manager
- Purchasing Coordinator
- Buyer
- Cost Controller
- Inventory Control Manager

Finance Support Roles

- Accounting Coordinator
- Finance Administrator
- Accounting Administrative Assistant

Corporate / Multi-Property Roles

- Regional Finance Manager
- Cluster Controller
- Area Director of Finance

Human Resources

Human Resources Leadership

- Director of Human Resources
- Director of People & Culture
- Human Resources Manager
- People & Culture Manager
- Assistant Human Resources Manager

Recruitment & Talent

- Talent & Culture Manager
- Talent Acquisition Manager
- Recruiter
- Staffing Coordinator
- Hiring Manager (property-level HR role)

Training & Development

- Training Manager
- Learning & Development Manager
- Training Coordinator
- L&D Specialist

Employee Relations & Compliance

- Employee Relations Manager
- HR Business Partner
- Labor Relations Manager (union properties)
- Compliance Manager

HR Operations & Administration

- Human Resources Coordinator
- HR Generalist
- HR Administrator
- Personnel Manager

Payroll & Benefits (HR-aligned at some hotels)

- Benefits Manager
- Benefits Coordinator
- HR & Payroll Administrator

Corporate / Multi-Property Roles

- Regional Human Resources Manager
- Area Director of Human Resources
- Cluster HR Manager

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