

## Spotlight 29 Casino Job Description



**Job Title:** Beverage Server  
**Department:** Food and Beverage

### **SUMMARY:**

Serve alcoholic and non-alcoholic beverages to guests. This task will be handled in a friendly, courteous, helpful, timely and professional manner resulting in a high level of guest satisfaction.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provide outstanding customer service to guests and all other employees by exceeding our mission statement to be the premier entertainment experience in the Coachella Valley.
- At beginning of shift, will obtain \$40 bank from Main Bank.
- Walk assigned area offering drinks to guests in a friendly manner.
- Observe guests to respond to any additional requests.
- Stock station with all necessary cups, straws, napkins, ice and other items needed.
- Keep beverage-dispensing system and storage areas clean and free of debris.
- Keep station areas clean and organized for ease of service.
- Help keep the work area clean and free of trash and debris.
- Perform any general cleaning tasks using standard cleaning products as assigned to adhere to health and safety standards.
- Keep all equipment thoroughly clean, and notify management of any repairs needed.
- Take beverage orders and enters it into Info-genesis.
- Collect order from Bartender, pay Bartender, add appropriate garnish, place on tray, and serve to patrons with cocktail napkins.
- Collect payment from patron(s).
- Enter the number of all sodas, coffee and water in Info-Genesis for the daily count.
- Request identification from customers when legal age is questionable.
- Remove empty or dirty glasses and bottles and returns them to the bar or kitchen.
- Must wear uniform during work hours, meetings and training.

- Ensure compliance with all Minimum Internal Control Standards (MICS) as well as all Tribal Internal Control Standards (TICS)
- Present a positive image of the casino to its guests and vendors and to assist them as required.
- Must follow all safety policies and procedures and attend all scheduled safety meetings and training as a condition of employment.
- Perform any other duties that may be assigned from time to time.

**SUPERVISORY RESPONSIBILITIES:**

This job requires no supervisory responsibilities.

**EDUCATION AND EXPERIENCE (MUST BE DOCUMENTED):**

- High school diploma or GED.
- Prior hospitality experience preferred.

**CERTIFICATION, LICENSES AND ANY ADDITIONAL REQUIREMENTS:**

- Must pass pre-employment and periodic random drug screens
- Must pass pre-placement physical
- Must obtain a Food Workers Certificate
- Must be able to pass background suitability investigation
- Must obtain a Tribal Gaming License
- Must provide proof of eligibility to work in the United States within 72 hours of employment

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, crouch or crawl. The employee must regularly lift and /or move up to 25 pounds and occasionally lift and/or move up to 50 pounds with assistance. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- The Casino is open 24 hours per day, seven (7) days per week; therefore, you must be flexible to work any and all shifts.
- The Casino is a gaming facility.
- The Casino is not a smoke-free environment.

- While performing the duties of this Job, the employee is frequently exposed to vibration. The noise level in the work environment is usually loud.
- Be aware that surveillance cameras and audio equipment monitor the premises recording activity throughout the facility on a 24-hour, 7- day per week basis.

**INDIAN PREFERENCE ACT:**

The Twenty Nine Palms Band of Mission Indians has a resolution on file with Human Resources to ensure that Indian Preference will be adhered to in the following order in accordance with IPA:

1. Tribal Members
2. Other Native Americans
3. All other ethnic groups

Be aware that surveillance cameras and audio equipment monitor the premises recording activity throughout the facility on a 24-hour, 7- day per week basis.

**I have read and understand all of the elements of the above Beverage Server Job Description.**

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**Signature**

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**Date**