

Spotlight 29 Casino Job Description



Job Title: F&B Utility Staff I - Key
Department: Food & Beverage
Reports To: Department Supervisor
FLSA Status: Non-Exempt
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Prepared Date: April 4, 2012
Approved /HR: Theresa Mike
Approved/GM: Tom Sedlock
Approved Date:

SUMMARY:

The Food and Beverage Utility Staff I will provide assistance to the department by performing, when scheduled, the duties and responsibilities of any of the below listed positions based upon departmental needs.

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.

Cashier/Host/Hostess

- Greets guests, escorts them to tables, and provides menus.
- Handles customer complaints.
- Inspects dining room serving stations for neatness and cleanliness, and requisitions table linens and other dining room supplies for tables and serving stations.

Bartender

- Takes orders from customers or Beverage Server.
- Mixes ingredients such as liquor, soda, water, sugar, and bitters to prepare cocktails and other drinks. Prepares alcoholic or nonalcoholic beverages using standard recipes.
- Serves wine and draught or bottled beer.
- Collects money for drinks served and gives proper change. Enters items in point of sale system.
- Handles cash and non-cash transactions.
- Orders or requisitions liquors and supplies. Stock and rotate bar with liquors, beer, wine, mixers, and other items needed for service of beverages.
- Arranges bottles and glasses to make attractive display.
- Slices and pits fruit for garnishing drinks, using proper knife handling skills.

- Prepares appetizers such as pickles, cheese, and cold meats.
- Replenishes bar snacks such as chips, pretzels, and nuts.
- Requests identification from customers when legal age is questioned.
- Replenishes beverages as requested, frequently checking back with guest to inquire about satisfaction. Perform side work as directed by management.
- Perform general cleaning tasks using standard cleaning products as assigned to adhere to health and safety standards.

Beverage Server (WILL NOT HANDLE CASINO MONIES)

- Walks assigned area offering drinks (alcoholic beverages, soft drinks and hot beverages) to guests in a friendly manner.
- Observes guests to respond to any additional requests.
- Stock station with all necessary cups, straws, napkins, ice and other items needed.
- Keep beverage-dispensing system full by having empty boxes of syrups changed for service of soft drinks.
- 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.
- Takes beverage order and relays to Bartender.
- Collects order from Bartender, pays Bartender for beverage WITH THEIR OWN BANK, adds appropriate garnish, places on tray, and serves to patrons with cocktail napkins.
- Collects payment from patron(s).
- Takes orders for and serves light meals and hors d'oeuvres.
- Requests identification from customers when legal age is questionable.
- Removes empty or dirty glasses and bottles and returns them to the bar or kitchen.

Server Assistant

- Carries dirty dishes from dining room to kitchen.
- Wipes table tops and chairs with damp cloth.
- Replaces soiled table linens and sets tables with silverware and glassware.
- Replenishes supply of clean linens, silverware, glassware, and dishes in dining room buffet.
- Supplies service bar with food such as soups, salads and desserts.
- Serves ice water, hot and cold non alcoholic beverages, and butter to patrons.
- Cleans and polishes glass shelves and doors of service bars equipment such as coffee urns and cream and milk dispensers.
- Makes coffee and fills fruit juice dispensers.
- Sweeps and mop floors.

- Cleans spills immediately.

Banquet Server

- Check tables for clean and proper set up.
- Check floors and surrounding area to ensure clean environment.
- Answers questions and receives suggestions regarding food and service.
- Serves courses from kitchen and beverages from service bars.
- Garnishes and decorates dishes preparatory to serving as required.
- Monitor and take action to ensure quality of food temperature, presentation and freshness.
- Observes guests to respond to any additional requests and to determine when meal has been completed.
- Clears and resets tables at conclusion of each course.

Buffet Attendant

- Serves food from counters and steam tables to employees and/or guests.
- Replenishes foods at serving stations.
- Cuts and chops lettuce, vegetables, fruits deserts, and other foods by following specifications of standardized recipes.
- Preparation of cooked meats.
- Cleaning and sanitizing of workstation making sure everything is covered, labeled, dated, and rotated to ensure quality and healthy food.
- Communicates with employee/guest to ensure proper service.
- Perform general cleaning tasks using standard cleaning products as assigned to adhere to health and safety standards.
- Brews coffee and tea.

Dishwasher

- Scrapes food from dirty dishes and washes them by hand or places them in racks or on conveyor to dishwashing machine.
- Holds inverted glasses over revolving brushes to clean inside surfaces.
- Washes pots, pans and trays.
- Sweeps and mops kitchen floors.
- Washes worktables, walls, refrigerators and meat blocks.
- Segregates and removes trash and garbage and places it in designated containers.
- Steam cleans or hoses out garbage cans.
- Transfers supplies and equipment between storage and work areas.
- Washes and peels vegetables.
- Performs any general cleaning tasks using standard cleaning products.

All above positions

- 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:

None

EDUCATION and/or EXPERIENCE:

- High school diploma or equivalent.
- One to three months related experience and/or training.

CERTIFICATION, LICENSES AND ANY ADDITIONAL REQUIREMENTS:

- Must pass pre-employment and periodic random drug screens
- Must pass pre-employment physical
- Must possess at all times a current Food Workers Certificate issued by Riverside County
- 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.
- Must be 21 years of age.

INDIAN PREFERENCE ACT:

The Twenty Nine Palms Band of Mission Indians has a resolution on file at 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

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 stand; walk; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl; climb or balance; talk or hear and taste or smell. The employee must frequently lift and/or move up to 50 pounds. 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Employee is occasionally exposed to extreme cold (air conditioning).
- The noise level in the work environment is usually loud.
- 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.
- 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 Utility Staff I Job Description.

Signature

Date