



TORTOISE ROCK
CASINO

Spotlight 29 Casino Job Description



Job Title: Food Server
Department: Food & Beverage
Reports To: Shift Manager
FLSA Status: Non-Exempt
Prepared By: Sharon Marshall
Prepared Date: May 2, 2013
Approved/HR: Sharon Marshall
Approved/GM: Tom Sedlock
Approved Date:

SUMMARY:

Sale and service of Food and Beverage to guests. **Duties do not include any cash handling responsibilities.**

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: "We are here for the guest. Period"
- Full knowledge of all food and beverage offerings.
- Review any changes to menu and/or specials.
- Greet guests with a positive friendly attitude.
- Bus tables as necessary.
- Prepare and/or delivers guest's beverage order.
- Promptly deliver guest's food and beverage order ensuring quality and accuracy
- Attend to guest during their entire dining experience, and all their needs.
- Maintain cleanliness and organization of restaurant and work stations.
- Complete all required side work.
- Follow all Spotlight 29 and Tortoise Rock Casino and departmental safety policies and procedures.
- Maintain appearance standards as outlined in departmental and Spotlight 29 and Tortoise Rock Casino policies.

- Provide courteous service and be cordial to all Team Members and Guests.
- Effectively communicate orally and in writing.
- Responsible for maintaining a consistent regular attendance record.
- Other duties as directed by Management and Supervisors.
- Check tables for clean and proper set up.
- Check floors and surrounding area to ensure clean environment.
- Present menu, answer questions and make suggestions regarding food and service.
- Explain specials and/or special promotions of the day.
- Write guest order on check.
- Relay order to kitchen and serves courses from kitchen and service bars.
- Garnish and decorate dishes preparatory to serving as required.
- Monitor and take action to ensure quality of food temperature, presentation and freshness.
- Observe guests to respond to any additional requests and to determine when meal has been completed.
- Promote desserts, wines, appetizers, specialty coffees and other items.
- Ladle soup, toss salads, portion pies and desserts, brew coffee and perform other service as determined by the Casino.
- Clear and reset tables at conclusion of each course.
- Present check to customer and request customer to pay cashier/hostess. (Server accepts no casino monies).
- 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 equivalent preferred but not required.
- One to three months related experience and/or training; or equivalent combination of education and experience.

CERTIFICATION, LICENSES AND ANY ADDITIONAL REQUIREMENTS:

- Must pass periodic random drug screens
- Must pass pre-employment physical
- Must be able to pass background suitability investigation
- Must be at least 18 years of age
- Must obtain a current RAAP Servers Card
- Must obtain a current Food Workers Certificate
- Excellent oral communications skills
- Excellent hygiene habits
- Must possess reasonable ability to communicate in English
- Must work well under pressure
- Must be able to stand for longer than 8 hours
- 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 must be able to bend, stoop lift, reach, push, pull, twist, stand, walk, crouch, squat, sit, and talk or hear, use hands to finger, handle or feel, reach with hands and arms. 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.
- The noise level in the work environment is usually loud.
- Employee is occasionally exposed to extreme cold (air conditioning).
- 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

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

Signature

Date