

Spotlight 29 Casino Job Description



Job Title: KEY Food Server
Department: Food & Beverage
Reports To: JEM Manager
FLSA Status: Non-exempt
Prepared By: Sharon Marshall
Prepared Date: April 26, 2011
Approved/HR: Sharon Marshall
Approved /GM Tom Sedlock
Approved Date:

SUMMARY:

Serve meals to and may collect payment for charges due from guests in the restaurant.

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.
- Display a consistent skill and knowledge level and aptitude of company and departmental policies and procedures including safety regulations.
- Present menu and answers questions regarding food and service.
- Take food and beverage orders from patrons.
- Deliver food from kitchen to patrons/dining room.
- Monitor and take action to ensure quality of food temperature, presentation and freshness.
- Observe dining clientele to respond to any additional requests and to determine when meal has been completed.
- Possess knowledge to promote desserts, wine, appetizers, specialty coffees, and other items.
- Clear and reset tables with appropriate condiments, utensils, china and glassware at conclusion of each course.
- Perform side work as directed and maintains the appropriate decorum indicative of a fine dining establishment.
- Assist server assistant to replace soiled table linen and set tables with silverware and glassware.

- Assist server assistant to clear tables and take dirty dishes, glassware and silverware to kitchen.
- Clean unexpected spills immediately.
- Collect payment for charges due from the guest(s).
- Ensure compliance with all Minimum Internal Control Standards (MICS) as well as all Tribal Internal Control Standards (TICS)
- Present a positive image of Spotlight 29 Casino's fine dining establishment to its guests and vendors and to assist them as required.
- Must be able to demonstrate and maintain service levels and food knowledge appropriate to the outstanding reputation and experience of Spotlight 29 Casino's fine dining establishment.
- Must follow all safety policies and procedures and attend all scheduled safety meetings, briefing 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):

- Must possess a High School diploma or equivalent.
- One to three months related experience and/or training; or equivalent combination of education and experience.

CERTIFICATION, LICENSES AND ANY ADDITIONAL REQUIREMENTS:

- Must pass pre-employment and periodic random drug screens
- Must pass pre-employment 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 stand. The employee is regularly required to walk, stoop, kneel, talk or hear and taste or smell. 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 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.
- 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 JEM Server Job Description.

Signature

Date