



# WIN-RIVER RESORT & CASINO

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Banquets Server
<b>DEPARTMENT:</b>	Food and Beverage
<b>REPORTS TO:</b>	Group Sales Manager
<b>GRADE:</b>	Range 2
<b>FLSA STATUS:</b>	Non-exempt
<b>SUPERVISES:</b>	None
<b>JOB SUMMARY:</b>	This team member performs duties during banquets, parties, and special events, which include the serving of food and beverage items and the setup and cleanup of the event

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### ESSENTIAL DUTIES AND RESPONSIBILITIES

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The essential duties and responsibilities outlined here are representative of those that must be met by the team member to successfully perform the essential functions of this position, however, are not all inclusive:

1. Sets up all banquet table settings and buffets insuring clean and proper setup; also checks floors, chairs, and surrounding areas
2. Works with guests in a friendly and courteous manner
3. Ensures guests have water and are offered beverages
4. Serves plated food in a courteous and professional manner
5. Pays close attention to guests' needs and requests
6. Monitors and takes action to insure quality of food temperature, presentation, and freshness
7. Abides by all State, Federal, and local liquor regulations pertaining to serving alcoholic Beverages to minors and intoxicated guests
8. Monitors use of alcoholic beverages; identifies guests showing signs of intoxication per applicable laws, regulations, and Resort & Casino SOPs
9. Checks back with guests to insure satisfaction, replenish beverages, and pre-bus table
10. Clears and cleans banquet area in a prescribed manner at the end of event
11. Performs all duties in a manner that continually supports the vision, mission, values, and principles of the Resort & Casino
12. Performs all duties in a manner that adheres to the guest service standards established by Win-River Resort & Casino's Guests Service program
13. Other duties as assigned by the Group Sales Manager

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## EDUCATION REQUIREMENTS

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The education requirements outlined here are representative of the minimum that must be met by the team member to successfully perform the essential functions of this position, however, higher levels of education than required will be reflected during the recruitment process:

- A High School diploma, or the equivalent thereof, is preferred

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## EXPERIENCE AND KNOWLEDGE REQUIREMENTS

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The experience and knowledge requirements outlined here are representative of the minimum that must be met by the team member to successfully perform the essential functions of this position, however, higher levels of experience and knowledge than required may be reflected during the recruitment process:

- The ability to obtain and maintain TIPs (Training Intervention Procedures) is required
- Experience in cash handling is required
- The ability to work in a fast-paced environment is required
- Excellent guest service skills are required
- Knowledge of food and beverage preparation, service standards, menus, guest relations, and etiquette is required
- Knowledge of appropriate table settings and service ware is required
- The ability to learn and operate a point-of-sale system to pre-check orders and close out the check is required
- Banquet experience preferred
- Food Handler card is required

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## PHYSICAL REQUIREMENTS

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The physical requirements outlined here are representative of those that must be met by the team member to successfully perform the essential functions of this job:

- The ability to climb stairs and ladders, stand, walk, reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl, or sit for an extended period of time, up to eight (8) hours or more, is required
- A sufficient level dexterity of the hands, in order to use office equipment including, but not limited to a computer keyboard, calculator, general office equipment and multi-line telephone, is required
- The ability to transport trays of beverages and/or food items through a crowded room on a continuous basis throughout shift is required
- The ability to lift up to fifty (50) pounds is required

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### WORKING CONDITIONS

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The working conditions outlined here are representative of those that the team member will or may be exposed to while performing the functions of this job:

- While performing the duties of this job, the team member is frequently exposed to second-hand tobacco smoke
- While performing the duties of this job, the team member is usually subject to inside environmental conditions
- While performing the duties of this job, the team member may occasionally be subject to outside environmental conditions and to wet and/or humid conditions

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### OTHER INFORMATION

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- Native American Preference Policy applies
- A team member who is employed on an on-call basis, and scheduled to work less than thirty (30) hours per week. Classification is not eligible for benefits.
- This individual must be able to meet the suitability requirements of the Redding Rancheria's Gaming Agency to obtain a gaming license
- Win-River Resort & Casino is a drug-free workplace; applicants must be able to pass a pre-employment drug and alcohol screening
- This job description does not list all the duties of the job. You may be instructed by management to perform other tasks or functions
- This job description is not a contract for employment. Employment with Win-River Resort & Casino is considered "at-will"
- Must be able to comply with the Win-River Resort & Casino Common Language Rule
- Reasonable accommodations may or may not be made dependent upon the nature of the work required by the position
- Win-River Resort & Casino reserves the right to add, delete or modify without notice

Revised 3/7/18 kc

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