



# WIN-RIVER RESORT & CASINO

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Cocktail Server
<b>DEPARTMENT:</b>	Food and Beverage
<b>REPORTS TO:</b>	Slot Manager
<b>GRADE:</b>	Range 2
<b>FLSA STATUS:</b>	Non-exempt
<b>SUPERVISES:</b>	None
<b>JOB SUMMARY:</b>	This team member serves beverages and food items to guests in approved areas of the Resort & Casino

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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. Takes beverage and/or food orders and inputs them into point of sale and retrieves them for service to guest
2. Collects orders from bartender and /or kitchen and adds appropriate garnishes, places on tray, and serves patrons with napkin
3. Computes bill and accepts payment and makes change for monies tendered
4. Removes empty or dirty glasses, bottles, and/or service ware and returns them to bar or kitchen areas for proper cleaning. Keep ashtrays cleaned at all times where applicable
5. Replenishes beverages as requested, frequently checking back with guests to provide additional service
6. Performs side work as directed by management
7. Attends trainings, safety and department meetings as scheduled
8. Abides by all State, Federal, and local liquor regulations pertaining to serving alcoholic beverages to minors and intoxicated guests
9. Monitors use of alcoholic beverages; identifies guests showing signs of intoxication per applicable laws, regulations, and Resort & Casino SOPs
10. Performs all duties in a manner that continually supports the vision, mission, values, and principles of the Resort & Casino
11. Performs all duties in a manner that adheres to the guest service standards established by Win-River Resort & Casino's Guests Service program
12. Other duties as assigned by the Slot 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:

- Must be 21 years of age or older
- The ability to obtain and maintain TIPs (Training Intervention Procedures) is required
- Prior experience in cash handling required
- The ability to work in a fast-paced environment is required
- Excellent guest service skills are required
- Must have knowledge of food and beverage preparation, service standards, menus, guest relations, and etiquette
- Knowledge of appropriate table settings and service ware is required
- The ability to remember, recite, and promote menu items and special promotions is required
- The ability to learn and operate point of sale to pre-check orders and close out the check is required
- Prior restaurant and bar 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
- 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 1/9/18 kc

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