



# WIN-RIVER RESORT & CASINO

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Food Server
<b>DEPARTMENT:</b>	Food and Beverage
<b>REPORTS TO:</b>	Food and Beverage Manager
<b>GRADE:</b>	Range 2
<b>FLSA STATUS:</b>	Non-exempt
<b>SUPERVISES:</b>	None
<b>JOB SUMMARY:</b>	This team member serves food and beverage items to guests in assigned Resort & Casino food and beverage outlets of the Resort & Casino while adhering to policies to handle cash and make sales

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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. Maintains cleanliness of tables and work stations, does side work, keeps work area and restaurant facility clean
2. Checks tables for clean and proper set-up; also checks floors, chairs, surrounding areas, and stations
3. Wipes water spots off of glassware and silverware
4. Ensures guests have water and offers beverages
5. Works with team members to establish fast and courteous service to guests
6. Takes and inputs order into point-of-sale system, noting any special preparations and sends order
7. Retrieves orders from kitchen, confirms accuracy, lifts, and delivers to guests with appropriate condiments
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. Observes and checks back with guests to assure satisfaction, replenishes beverages, and pre-busses tables
11. Promotes and serves desserts, wines, appetizers, specialty drinks, and other items to increase sales and quality of service
12. Breaks down plates, stacks plates, sorts silverware into proper tubs for soaking purpose, and scrapes food particles off of plates into trash containers
13. Presents an accurate check to guest promptly and thank them for their patronage and invites them back

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14. Maintains cash bank provided by the Cage in accordance with policies and procedures
15. Monitors and takes action to ensure quality of food temperature, presentation, and freshness
16. Follows opening and closing check list, side station duties, and any posted list of duties
17. Performs all duties in a manner that continually supports the vision, mission, values, and principles of the Resort & Casino
18. Performs all duties in a manner that adheres to the guest service standards established by Win-River Resort & Casino's Guests Service program
19. Other duties as assigned by the Food and Beverage 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 customer 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 remember, recite and promote menu items and special promotions is required
- The ability to learn and operate a point-of-sale system to pre-check orders and close out the check is required
- Prior restaurant and bar experience is 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

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- The ability 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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