



WIN-RIVER RESORT & CASINO

JOB DESCRIPTION

JOB TITLE:	Banquets Server
DEPARTMENT:	Food and Beverage
REPORTS TO:	Group Sales Manager
SALARY:	Grade 2, Entry \$11.00/hourly
CLASSIFICATION:	Non-exempt
SUPERVISES:	None
JOB SUMMARY:	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

ESSENTIAL DUTIES AND RESPONSIBILITIES

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. Scrapes food from dirty dishes and places them in racks to manual push through dishwashing machine.
12. Cleans dishwashing machine on scheduled times, including traps and screens using proper chemicals while wearing protective gear
13. Sweeps and mops kitchen floors, including floor mats.
14. Puts all banquet equipment, banquet plates, and banquet cups away in proper storage rooms in an organized manner

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15. Performs all duties in a manner that continually supports the vision, mission, values, and principles of the Resort & Casino
16. Performs all duties in a manner that adheres to the guest service standards established by Win-River Resort & Casino's guest service program
17. Other duties as assigned by the Group Sales Manager

EDUCATION REQUIREMENTS

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

EXPERIENCE AND KNOWLEDGE REQUIREMENTS

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

PHYSICAL REQUIREMENTS

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:

- Continuously stands, walks, balances, and reaches above/below shoulder level
- Frequently bends/stoops is required
- Occasionally sits, climbs, kneels, and squats
- Continuously lifts/carries up to fifty (50) pounds is required
- Occasionally lifts/carries up to one hundred (100) pounds is required
- Continuously pushes/pulls up to fifty (50) pounds is required
- Occasionally pushes/pulls up to one hundred (100) pounds or more is required

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- 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

WORKING CONDITIONS

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

OTHER INFORMATION

- 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 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

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