



# Northern Waters CASINO RESORT

## JOB DESCRIPTION

**POSTED: NOVEMBER 1, 2017 DEADLINE: UNTIL FILLED**

<b>POSITION:</b>	<b>Beverage Server</b>
<b>DEPARTMENT:</b>	<b>Food and Beverage</b>
<b>LOCATION:</b>	<b>Resort</b>
<b>SUPERVISOR:</b>	<b>Lead Bartender</b>
<b>EMPLOYMENT:</b>	<b>Full-Time/Part-Time</b>
<b>PAY RATE:</b>	<b>Pay Grade 1 (\$4.75 - \$5.50 per/hr D.O.E.)</b>

### **DESCRIPTION:**

Provides service as a beverage server in the lounge, bar, event center and Gaming areas of the Casino. At times this person will act as a bartender or work in a different venue within the Food & beverage department. This team member will have to have an upbeat attitude introducing themselves by name to the property guests along with an upbeat attitude of team work.

### **RESPONSIBILITIES:**

- Provide excellent Guest Service to guests, internal and external through active guest engagement and positive attitude.
- Responsible for knowing all aspects of alcohol offerings we offer to our guests.
- Asks customer what beverages are desired, and describes or suggests cocktails, highball, wines, and other beverages on request.
- Receives and places beverages on a small tray and serves customers.
- Observant to station maintenance and bar area for proper up keep I. E. removal of glasses, bottles cans, clean ashtrays and the pushing in of chairs.
- This person will also be responsible for maintaining the self-serve beverage stations.
- Maintains a clean work area to include, sweeping, mopping, emptying trash cans etc.

- Should be familiar with knowing a substitute item to offer a guest in the event an item is ordered that we don't carry.
- The server position is a self-banking position and must be responsible for funds.
- Advises bartender or supervisor if a customer appears to be under the influence excessively and should not be served.
- Responsible for all advances and accountable for all cash sales.
- Provides assistance to bartenders as required.
- Assists with deliveries (store inventory, supplies the bar and lounge areas, etc.).
- Uniform standards are to be followed on a daily basis. This should only change based on inclement weather or property heating and cooling temperatures.
- All server trays must be free of debris of ink and personal items.
- Must adhere to schedules and break times according to policy.
- Due to the dynamic Casino Environment from time to time, we require employees to be flexible and assume other responsibilities assigned by management.

### **MINIMUM QUALIFICATIONS:**

- Must have a high school diploma or GED.
- One year experience in the sale and/or dispensing of alcoholic beverages is required.
- Knowledge of personal cleanliness standard and ability to conform to good hygienic practices is required.
- Must pass background checks and other pre-employment screenings.
- Must be able successfully pass TIP'S training.
- Must be able to receive and maintain a Gaming License.
- Must have can -do attitude along with being able to take direction and understanding feedback at times may be given based on opportunities and accolades.

### **PREFERRED QUALIFICATIONS:**

- Mathematical aptitude is desirable.
- Ability to read, write analyze and interpret common documentation.

*The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position.*

### **OUR MISSION**

Our Mission is to provide an exceptional and memorable experience to every Guest, every time. Each Team Member will demonstrate a high level of professionalism, provide a safe, clean and entertaining experience for all Guests, internal and external.

Integrity, Service, Professionalism, Value. This is our **PROMISE**.

**Date Approved by the Tribal Council: February 21, 2017**

**Northern Waters Casino Resort**

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