

SAC & FOX CASINO POSITION DESCRIPTION

POSITION TITLE: Wait Person

DEPARTMENT: Food & Beverage

STATUS: Full time, Regular

SALARY RANGE: 4

LEVEL OF RESPONSIBILITY: Reports to Shift Supervisor

DESCRIPTION OF WORK:

Provide customer service in the restaurant by seating patrons, taking food orders, serving meals and attending to customer needs.

SPECIFIC RESPONSIBILITIES:

1. Provide exceptional customer service by taking patron orders, tending customer needs, and serving meals in an efficient manner.
2. Maintain knowledge of basic ingredients of all entrees including cook time for each, taking into consideration the meal, staff deficiencies and volume of business at the time. This should be an on-going process with the chef or lead cook. Have a suggestion or know specials for your quests given by the chef or lead cook.
3. Maintain clean-as-you-go when possible.
4. Follow Casino service procedure with no deviation.
5. Handle customer wants or complaints immediately.
6. Help fellow employees when possible – teamwork.
7. Be in complete, neat, clean uniform at all times including name tag.
8. Serve no food unless it meets Casino standards, and notify supervisor for direction.
9. Be aware of and follow company policy and procedure.
10. Perform other duties as required.

MINIMUM QUALIFICATIONS:

EDUCATION: Completion of 10th grade.

EXPERIENCE: Six months experience working food service.

NECESSARY SPECIAL REQUIREMENTS: Must be at least 18 years of age at

The time of hire. All employees must successfully pass a Background investigation to be employed by the Casino. Responsible for compliance with the Casino's Internal Control Policy and Procedures as it relates to the position's stated job Description.

KNOWLEDGE/ABILITY/SKILLS:

Ability to work effectively with the public.
Ability to communicate effectively orally and in writing.
Ability to develop and maintain effective relationships with co-Workers, and the public.
Ability to follow oral and written instructions.
Ability to lift and carry up to 15lbs.

OCCUPATIONAL HAZARD: All employees will be exposed to an environment that contains excessive noise, smoke and stress.

This description is an accurate representation of the duties and requirements of the position.