

**WILD ROSE CASINO & RESORTS CLINTON**  
**POSITION DESCRIPTION**  
**BANQUET HOUSEPERSON**

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**FUNCTION**

Ensure completion of all required cleaning lists and duties in a timely manner. Set-up and maintain the event area including, but not limited to, audio/ Video, projectors, screens, computers, monitors, microphones, speakers, buffet tables, chaffers and equipment, stages, décor, podiums, linens, skirting, standing table top set-ups, utensils, buffet equipment, and stages in a safe condition in accordance with state, county and company regulations and work safety regulations.

**ORGANIZATION RELATIONSHIPS**

- Line: Primarily reports to the Banquet Captain, Hotel, Sales, & Catering Manager, and Hospitality Manager.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

- Set-up and operate all Audio/ Video equipment as outlined by daily duty sheets and as directed by management.
- Perform the Operation of all cleaning equipment consistent with management directions. Ensure that all cleaning and chemical supplies are stored in proper containers with proper storage identifications.
- Complete all required set-up duties as prescribed by duty sheets or management.
- Work with all employees as a team to ensure smooth operation of event production and shift changes.
- Set-up and maintain the event area including, but not limited to, audio/ Video, projectors, screens, computers, monitors, microphones, speakers, table tops, utensils, buffet equipment, and stages in a safe condition in accordance with state, county and company regulations and work safety regulations.
- Maintain proper storage techniques of equipment as required by management.
- Ensure proper Set-up checklists are completed as required by management.
- Communicate well with all team members to ensure equipment needs are met.
- Must be safety conscious, and adhere to all company and departmental rules at all times.
- Must have the ability to see a task through from start to finish.
- Must be dependable and honest.
- Must maintain low absenteeism.
- Must perform other duties and projects as assigned.

## **METHODS OF ACCOUNTABILITY**

- Ability to maintain strict confidentiality relative to financial data and casino policies.
- Through various oral and written reports to the Hospitality Manager.
- Through Achievement of Performance goals.

## **STANDARDS OF PERFORMANCE**

- **Individual Proficiencies**
  - Public relations and customer service skills
  - Maintaining interpersonal working relationships among all personnel.
  - Oral and written communication skills.
- **Job Performance**
  - Friendly and congenial, with excellent interpersonal and customer service skills.
  - Works effectively with co-workers.
  - Willingly accepts direction from supervisor, and adheres to company's policies.
  - Presents a well-groomed and professional appearance.

## **MENTAL AND PHYSICAL REQUIREMENTS**

- Must be able to perform multiple tasks in a fast paced and crowded environment.
- Must be continually vigilant to safeguard against guests becoming intoxicated and be willing to take appropriate action to intervene when necessary.
- Must be able to stand and walk for an extended period of time, stoop, kneel, climb, ascend and descend stairs/ladders, and be able to maintain equilibrium.
- Employee must be able to lift forty pounds and is regularly.
- Required to use hand to finger, handle or feel objects, reach with hands and arms, and talk and hear.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

## **EDUCATION, TRAINING, AND EXPERIENCE**

- High school diploma or general education degree (GED) preferred.
- Prior experience required.
- Ability to calculate figures, including the ability to add, subtract, multiply, and divide.
- Valid gaming license and Alcohol Beverage Control card.

## **WORKING ENVIRONMENT AND CONDITIONS**

- The employee is required to work in the casino area subjecting him/her to cigarette smoke, moderate to loud noise levels, and crowded conditions.
- Two story hotel and single level ballroom.

## **EQUIPMENT AND TOOLS**

- Telephone
- Calculator
- Micros/Register
- Alcohol/Soda Dispenser

**Employee Name:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_