

## **JOB DESCRIPTION FOR: F & B FOH HOSPITALITY/HOSTESS**

**Department:** 40 – Food and Beverage

**Reports to:** Food and Beverage Supervisor

**Position Summary:** The Hospitality worker is responsible for serving guests at the Sawmill Buffet or Coaches Corner. Specific duties include greeting guests, taking orders, delivering food and drinks, presenting guest checks, handling money, resolving customer complaints, clearing tables, transporting dirty dishes and resetting tables. Provide a high level of guest service to ensure a memorable experience.

### **Essential Duties and Responsibilities:**

- Requires interaction with guests, answering questions, explaining menu options, and pricing, providing information on event and promotional activities to help create a memorable guest experience.
- Be able to explain the overall features and benefits of Wild Rose Casino & Resort.
- Excellent guest service skills utilizing Wild Rose Recognition Program.
- Accurately enter food sales and make changes in Micros system.
- Serve multiple guests in the same timeframe.
- Clear tables and transport dirty dishes, silverware and glassware.
- Wipe off chairs.
- Restock food service station.
- Vacuum food service station.
- Empty trash.
- Communicate between all key people.
- Keep work area clean.
- Adhere to safety and sanitation standards.
- Meet company attendance requirements.
- Meet proper department uniform, appearance and grooming standards.

**Qualifications & Requirements:** Must be able to obtain and retain a gaming license. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, with or without reasonable accommodation.

**Special Attendance Requirements:** Wild Rose Casino & Resort is in operation seven days a week, 365 days a year. Employees will be required to work days, evenings, weekends, holidays, split shifts, and overtime. We are not able to work around outside activities or other jobs unless it is agreed to, in writing, at time of hire.

**Education and/or experience:** Prior experience a plus but not required. High school diploma or general education degree (GED) required. National Career Readiness Certificate (NCRC) is desirable.

**Physical Demands/Work Environment:** While performing the duties of this job, the employee is regularly required to stand, walk, kneel and bend for prolonged periods of time. The employee must exert 20 to 50 pounds of force occasionally, and/or 10 to 25 pounds of force frequently, and/or greater than negligible up to 10 pounds of force constantly. Must carry out duties using proper equipment. The noise level in the work environment is usually moderately loud.

*Critical features of this job are described under the heading listed on the job description. Nothing in this job description restricts Wild Rose's right to assign or reassign duties and responsibilities to this job at any time.*

**After reviewing the above job description, please certify, by your signature below, that you understand what you have read and that you are able to perform this job.**

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Print Name

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Signature and Date