

WILD ROSE CASINO & RESORTS CLINTON
POSITION DESCRIPTION
FOH SERVER

FUNCTION

Take food and drink orders along with serving ordered items to the guest's tables in a timely manner. Maintain a high standard of customer service to be able to provide a great dining/gaming experience. Follow food and liquor regulations as set by Management and the State of Iowa.

ORGANIZATION RELATIONSHIPS

- Line: Primarily reports to the Hospitality Supervisor on Duty and also has reporting responsibilities to the Front of House Service Manager and Front of House Assistant Service Manager.

SPECIFIC DUTIES AND RESPONSIBILITIES

- Must have an upbeat attitude towards external and internal guests.
- Take orders and serve food & beverages to guests.
- Learn Food and Liquor regulations pertaining to serving and storing.
- Complete all side work items that are pertaining to a server's job
- Must be able to communicate well with others including guests, co-workers and management
- Must be able to wait on and clean tables in a timely manner
- Keep work areas and guest common areas clean
- Must be able to take on additional tasks aside from daily tasks when asked
- Must follow all company rules a regulations
- Must be able to work well with others as a team and be able to work individually to ensure the completion of all tasks and to ensure the department runs smoothly
- Must maintain low absenteeism and must understand and follow the Wild Rose
 - Casino's attendance policy
- Must be able to multi-task
- Other duties as assigned by the supervisor.

METHODS OF ACCOUNTABILITY

- Ability to maintain strict confidentiality relative to casino policies.
- Ability to communicate clearly and effectively in English both verbally and in writing.

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.
- Bartending and/or cocktail serving experience.
- 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

- Sports bar, buffet, banquet/event center, and two story hotel.
- Kitchen environment.

EQUIPMENT AND TOOLS

- Telephone
- Calculator
- Soda and Alcohol Dispensers
- Coffee Maker
- MICROS/POS System

Employee Name: _____

Employee Signature: _____ **Date:** _____