



TORTOISE ROCK
CASINO

Spotlight 29 Casino



Job Title: Food Server
Department: Food & Beverage
Job Type: Part Time
Status: Non-Exempt
Summary:

Sale and service of Food and Beverage to guests. **Duties do not include any cash handling responsibilities.**

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide outstanding customer service to guests and all other employees by exceeding our mission statement to be the premier entertainment experience in the Coachella Valley.
- Learn and focus on the 5 Core Values and the S.T.A.R.S.! Steps of Service.
- Full knowledge of all food and beverage offerings.
- Review any changes to menu and/or specials.
- Greet guests with a positive friendly attitude.
- Bus tables as necessary.
- Prepare and/or delivers guest's beverage order.
- Promptly deliver guest's food and beverage order ensuring quality and accuracy
- Attend to guest during their entire dining experience, and all their needs.
- Maintain cleanliness and organization of restaurant and work stations.
- Effectively communicate orally and in writing.
- Check tables for clean and proper set up.
- Present menu, answer questions and make suggestions regarding food and service.
- Explain specials and/or special promotions of the day.
- Garnish and decorate dishes preparatory to serving as required.
- Clear and reset tables at conclusion of each course.

SUPERVISORY RESPONSIBILITIES:

This job requires no supervisory responsibilities.

EDUCATION AND EXPERIENCE:

- High school diploma or equivalent preferred but not required.
- One to three months related experience and/or training; or equivalent combination of education and experience.

REQUIREMENTS:

- Must pass pre-employment and periodic random drug screens
- Must pass pre-employment physical
- Must be able to pass background suitability investigation
- Must be at least 18 years of age
- Must obtain a current RAAP Servers Card
- Must obtain a current Food Workers Certificate
- Excellent oral communications skills

- Excellent hygiene habits
- Must possess reasonable ability to communicate in English
- Must work well under pressure
- Must be able to stand for longer than 8 hours
- Must obtain a Tribal Gaming License
- Must provide proof of eligibility to work in the United States within 72 hours of employment

WORK ENVIRONMENT:

- The Casino is open 24 hours per day, seven (7) days per week; therefore, you must be flexible to work any and all shifts.
- The Casino is a gaming facility.
- The Casino is not a smoke-free environment.
- The noise level in the work environment is usually loud.
- Employee is occasionally exposed to extreme cold (air conditioning).
- Be aware that surveillance cameras and audio equipment monitor the premises recording activity throughout the facility on a 24-hour, 7 – day per week basis.