



TORTOISE ROCK
CASINO

Spotlight 29 Casino



Job Title: Utility Staff I - Key
Department: Food & Beverage
Job Type: Part Time
Status: Non-Exempt

Summary:

The Food and Beverage Utility Staff I will provide assistance to the department by performing, when scheduled, the duties and responsibilities of any of the below listed positions based upon departmental needs.

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 and the High Desert.

Cashier/Host/Hostess

- Greets guests, escorts them to tables, and provides menus.
- Handles customer complaints.
- Inspects dining room serving stations for neatness and cleanliness, and requisitions table linens and other dining room supplies for tables and serving stations.

Bartender

- Takes orders from customers or Beverage Server.
- Mixes ingredients such as liquor, soda, water, sugar, and bitters to prepare cocktails and other drinks. Prepares alcoholic or nonalcoholic beverages using standard recipes.
- Serves wine and draught or bottled beer.
- Collects money for drinks served and gives proper change. Enters items in point of sale system.
- Handles cash and non-cash transactions.
- Orders or requisitions liquors and supplies. Stock and rotate bar with liquors, beer, wine, mixers, and other items needed for service of beverages.
- Arranges bottles and glasses to make attractive display.
- Slices and pits fruit for garnishing drinks, using proper knife handling skills.
- Prepares appetizers such as pickles, cheese, and cold meats.
- Replenishes bar snacks such as chips, pretzels, and nuts.
- Requests identification from customers when legal age is questioned.
- Replenishes beverages as requested, frequently checking back with guest to inquire about satisfaction. Perform side work as directed by management.
- Perform general cleaning tasks using standard cleaning products as assigned to adhere to health and safety standards.

Beverage Server (WILL NOT HANDLE CASINO MONIES)

- Walks assigned area offering drinks (alcoholic beverages, soft drinks and hot beverages) to guests in a friendly manner.
- Observes guests to respond to any additional requests.
- Stock station with all necessary cups, straws, napkins, ice and other items needed.
- Keep beverage-dispensing system full by having empty boxes of syrups changed for service of soft drinks.
- Keep beverage-dispensing system and storage areas clean and free of debris.

- Keep station areas clean and organized for ease of service.
- Help keep the work area clean and free of trash and debris.
- Perform any general cleaning tasks using standard cleaning products as assigned to adhere to health and safety standards.
- Keep all equipment thoroughly clean, and notify management of any repairs needed.
- Takes beverage order and relays to Bartender.
- Collects order from Bartender, pays Bartender for beverage WITH THEIR OWN BANK, adds appropriate garnish, places on tray, and serves to patrons with cocktail napkins.
- Collects payment from patron(s).
- Takes orders for and serves light meals and hors d'oeuvres.
- Requests identification from customers when legal age is questionable.
- Removes empty or dirty glasses and bottles and returns them to the bar or kitchen.

Server Assistant

- Carries dirty dishes from dining room to kitchen.
- Wipes table tops and chairs with damp cloth.
- Replaces soiled table linens and sets tables with silverware and glassware.
- Replenishes supply of clean linens, silverware, glassware, and dishes in dining room buffet.
- Supplies service bar with food such as soups, salads and desserts.
- Serves ice water, hot and cold non alcoholic beverages, and butter to patrons.
- Cleans and polishes glass shelves and doors of service bars equipment such as coffee urns and cream and milk dispensers.
- Makes coffee and fills fruit juice dispensers.
- Sweeps and mop floors.
- Cleans spills immediately.

Banquet Server

- Check tables for clean and proper set up.
- Check floors and surrounding area to ensure clean environment.
- Answers questions and receives suggestions regarding food and service.
- Serves courses from kitchen and beverages from service bars.
- Garnishes and decorates dishes preparatory to serving as required.
- Monitor and take action to ensure quality of food temperature, presentation and freshness.
- Observes guests to respond to any additional requests and to determine when meal has been completed.
- Clears and resets tables at conclusion of each course.

Buffet Attendant

- Serves food from counters and steam tables to employees and/or guests.
- Replenishes foods at serving stations.
- Cuts and chops lettuce, vegetables, fruits deserts, and other foods by following specifications of standardized recipes.
- Preparation of cooked meats.
- Cleaning and sanitizing of workstation making sure everything is covered, labeled, dated, and rotated to ensure quality and healthy food.
- Communicates with employee/guest to ensure proper service.
- Perform general cleaning tasks using standard cleaning products as assigned to adhere to health and safety standards.
- Brews coffee and tea.

Dishwasher

- Scrapes food from dirty dishes and washes them by hand or places them in racks or on conveyor to dishwashing machine.
- Holds inverted glasses over revolving brushes to clean inside surfaces.
- Washes pots, pans and trays.
- Sweeps and mops kitchen floors.
- Washes worktables, walls, refrigerators and meat blocks.
- Segregates and removes trash and garbage and places it in designated containers.
- Steam cleans or hoses out garbage cans.
- Transfers supplies and equipment between storage and work areas.
- Washes and peels vegetables.
- Performs any general cleaning tasks using standard cleaning products.

SUPERVISORY RESPONSIBILITIES:

This job requires no supervisory responsibilities.

EDUCATION and/or EXPERIENCE:

- High school diploma or equivalent.
- One to three months related experience and/or training.

REQUIREMENTS:

- Must pass pre-employment and periodic random drug screens
- Must pass pre-employment physical
- Must possess at all times a current Food Workers Certificate issued by Riverside County
- Must be able to pass background suitability investigation
- Must obtain a Tribal Gaming License
- Must provide proof of eligibility to work in the United States within 72 hours of employment.
- Must be 21 years of age.

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.
- 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.