

PARAGON CASINO RESORT

Job Description

BEVERAGE CART BAR SERVER

Department:	Food & Beverage	Reports to:	Beverage Shift Supervisor
Job Code:	BS02	License:	Non-Gaming
Position Code:	BS002	Costing:	300 3500 3502
Pay Grade:	N3	Date:	10/25/12
EEO-1 Code:	9		

SUMMARY:

Responsible for providing beverage service to all casino guests in an efficient, courteous and professional manner displaying a high standard of Guest services.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Responsible for prompt, efficient and courteous beverage service to casino guests in accordance with Paragon Casino Resort policies, procedures and standards.
- Performs necessary tasks to service guests, i.e.; taking and filling all beverage orders and assisting in maintaining Guests' gaming area in a clean and neat manner. Must meet and exceed guest standards by serving a minimum of 300 drinks during an eight-hour shift.
- Responsible for negotiating the liquor cart over the entire casino gaming floor for an eight-hour shift.
- Monitors guests' needs on a continual basis ensuring all beverage requests will be promptly fulfilled.
- Performs as a team member with Bartenders, Beverage Servers, Supervisors, and pertinent Casino Associates in producing a smoothly and efficiently run operation.
- Assists other beverage personnel with maintenance (side work, opening/closing duties) as necessary.
- Responsible for maintaining a clean and sanitary cart at all times in full accordance with State Health Regulations.
- Responsible for stocking all drink items available to guest with cart service.

Paragon Casino Resort requires all Associates to consistently:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- Exceed Guests expectations with quality and friendly service.
- Treat all Associates and Guests with respect, dignity, integrity and sensitivity.
- Provide a safe working environment by complying with safety rules and reporting potential hazards.
- Comply with company performance standards and departmental policy and practices.
- Demonstrate pride and professionalism for the property, its goals and the Associate Pledge.

- Support training and development for all Associates.
- Communicate and share ideas, concerns and explain “Why” behind decisions.
- Maintain a consistent, regular attendance record.

REQUISITE QUALIFICATIONS:

The requisite qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High school diploma or general education degree (GED) preferred.

Qualifications: Strong interpersonal and communicational skills required.

Must apply for, be granted and retain a valid Tribal Gaming License during their employment with Paragon Casino Resort. Must have understanding of and abide by all regulations as stated in the Tribal-State Compact.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instruction, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of Guests or Associates of the organization.

Mathematical Skills: Ability to add and subtract two digits numbers and to multiply and divide with 10’s and 100’s. Ability to perform these operations using units of American money.

Reasoning Ability: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Physical Demands: The physical demands described here are representatives of those that must be met by an Associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the Associate is regularly required to use hands to finger, handle or feel objects, reach with hands and arms; and talk or hear. The Associate frequently is required to stand and walk.

The Associate is required to lift and push from twenty-five (25) pounds to seventy-five (75) pounds.

Physical strength to apply approximately twenty pounds of pressure needed to engage the water and syrup connections to refill the cart. Must be able to operate beverage cart (containing bottle water, beer, ice) for length of shift and be able to move the fully loaded cart from a stationary position to a rolling position.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an Associate encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually loud. The casino environment is usually smoky.

