

PARAGON CASINO RESORT

Job Description

BIG DADDY E'S EXPEDITER (QUALITY ASSURANCE)

Department:	Food & Beverage	Reports to:	Big Daddy E's Shift Supervisor
Job Code:	EXP02	License:	Non-Gaming
Position Code:	EXP003	Costing:	300 3010 3014
Pay Grade:	N4	Date:	11/7/19
EEO-1 Code:	9		

SUMMARY:

Responsible for ensuring that all service from kitchen to table is performed in a smooth, efficient and prompt manner providing the highest standard of Guest dining service in accordance with Paragon Casino Resort specifications and standards.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Responsible for coordinating the prompt pick up and delivery of food items to Guests by the Sales and Runner staff.
- Ensures ticket times are in compliance with venue standards for prompt and consistent delivery.
- Ensures that plate presentation is in compliance with Big Daddy E's specifications.
- Ensures all final food preparation is in compliance with Paragon Casino Resort standards.
- Responsible for all communication between kitchen line and customer service line.
- Responsible for filling salad and condiments on the line.
- Participates as a team member with servers, utilities, cooks, supervisors, and any pertinent Paragon Casino Resort Associates in producing a smoothly and efficiently run operation that meets the highest standards of Guest Services.
- Promotes positive guest relations through prompt, courteous and efficient service.
- Performs other non-gaming duties as assigned.

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) and one year restaurant experience preferred.

Qualifications: Strong interpersonal and communication 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 comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to guest and other Associates of the organization.

Mathematical Skills: Ability to add and subtract two digit 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 apply commonsense understanding to carry out detailed but involved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

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 talk or hear. The Associate is also regularly required to stand, walk sit and occasionally use hand to finger, handle or feel objects, tools or controls. The Associate is occasionally required to reach with hands and arms, and to sit, climb or balance and stoop, kneel, crouch or crawl.

The associate must frequently lift and/or move up to twenty five (25) pounds. The Associate is occasionally required to lift up to fifty (50) pounds.

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.

While performing the duties of this job, the Associate regularly works near moving mechanical parts.

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