

# PARAGON CASINO RESORT

## Job Description

### ROOM SERVICE FOOD SERVER

<b>Department:</b>	<b>Food &amp; Beverage</b>	<b>Reports to:</b>	<b>Big Daddy E's Shift Supervisor</b>
<b>Job Code:</b>	<b>FS02</b>	<b>License:</b>	<b>Non-Gaming</b>
<b>Position Code:</b>	<b>FS009</b>	<b>Costing:</b>	<b>300 3010 3019</b>
<b>Pay Grade:</b>	<b>N3</b>	<b>Date:</b>	<b>04/18/12</b>
<b>EEO-1 Code:</b>	<b>9</b>		

#### **SUMMARY:**

Responsible for providing dining service for all room service operations to Paragon Casino Resort Hotel guests with a high standard of service in accordance with all Food and Beverage policies and procedures.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

- Responsible for prompt, efficient and courteous service of food and beverages to guests staying in hotel rooms in accordance with venue standards.
- Ensures the smooth, timely and efficient service for all the Hotel Guests requesting room service.
- Performs necessary tasks to service guests, i.e.: taking, entering all orders into micros and filling all food and drink order and delivering the food and drink promptly.
- Accepts payment for orders through cash or room charge.
- Able to fulfill guests' needs on a continual basis ensuring all requests will be delivered promptly.
- Preps all room service items before and at the end of each shift. Must maintain a clean area.
- Ensures that the room service phone will be answered at all times.
- Responsible for picking up all dishes from hotel rooms and designated areas.
- Performs as a team member with venue hosts, supervisors, food servers, bus people, and kitchen staff in producing a smoothly and efficiently run operation.
- Assists other restaurant personnel with maintenance (side work, opening/.closing duties) as necessary.

#### ***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 previous food server experience preferred. In house training will be provided.

**Qualifications:** Strong organizational and interpersonal 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 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 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 talk or hear. The Associate is also regularly required to stand for long periods of time; walk; sit; and use hands 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.

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 moderate. The casino environment is usually smoky.

