

PARAGON CASINO RESORT

Job Description

GEMS/GENTS OF PARAGON (High Limit Beverage Server)

Department:	Food & Beverage	Reports to:	Beverage Shift Supervisor
Job Code:	BS06	License:	Non- Gaming
Position Code:	BS005	Costing:	300 3500 3502
Pay Grade:	N5	Date:	11/20/19
EEO-1 Code:	9		

SUMMARY:

The primary responsibility of the Gems/Gents of Paragon is to provide an engaging, sophisticated high level guest service experience in a modern High Limit venue.

Paragon is seeking stunning, yet approachable women and men, who are fun, engaging, have outgoing personalities, embody Guest Service personified, and love to meet new people.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Responsible for prompt, efficient and courteous beverage service to VIP 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 in regular intervals, and assisting in maintaining Guests gaming area in a clean and neat manner.
- Both men and women must be physically fit to perform the duties required.
- Make-up technique and style should stay current and in line with current fashion standards and trends as deemed by management.
- Must satisfy grooming and appearance requirements, including compliance with size and weight guidelines logged and/or noted on date of hire.
- Associate's weight will be checked and documented monthly.
- Associates are expected to maintain their weight gain within five percent (5%) of their original hired weight as part of the monthly weigh-in guidelines.
- Work varied shifts, including weekends and holidays.
- Must be able to stand or walk a minimum eight-hour shift and work inside assigned gaming area in the venue.
- Work in concert with the Beverage Team to ensure a high level of guest attention.
- Girl/Guy Friday duties as assigned, to ensure all guest service needs are met (i.e. hot towels, Valet, food service, cigarettes, etc.)
- All other duties as assigned in the unrelated areas to gaming.

GROOMING REQUIREMENTS

In addition to weight requirements, this position requires strict adherence to grooming

guidelines, including, but not limited to:

1. Men and women shall at all times appear neat, clean and well groomed.
2. Men should not permit their hair to grow or reach below the top of their shirt collar. Men are prohibited from wearing ponytails.
3. Men with cornrows, braids and twists must be straight from top of head to base of neck without patterns and cannot extend more than 1½ inches below hairline and/or past the top of the shirt collar.
4. No visible offensive tattoos; to be approved by management.
5. Women must wear subtle jewelry. Women are prohibited from wearing gouty or over sized jewelry. Men may wear one small earring in each ear, but no hoops or spacers allowed.
6. Women may be required to wear high heel shoes.
7. Women's nails shall be manicured and no longer than one-half inch from end of finger. Men shall maintain short nails. Nail polish for men is prohibited, with the exception of a clear top coat. Women shall wear nail polish in colors approved by management.
8. Women shall wear makeup in a manner approved by management prior to commencement of each shift. Use of makeup by males is prohibited.
9. Beards, goatees, mustaches and sideburns must be neatly trimmed and follow the natural contour of the face. Women shall maintain their legs and underarms in a clean, shaven manner.

Paragon Casino Resort requires all Associates to consistently:

- 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 Food and Beverage service experience is 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 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 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 for long periods of time.

The Associate is required to lift and push from twenty-five (25) pounds to fifty (50) pounds. Must be able to operate beverage cart (containing bottle water, beer, ice) for length of shift.

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.