



KLA-MO-YA Casino, Corporation

34333 Hwy 97 N ♦ Chiloquin, OR 97624 ♦ 541.783.7529

www.klamoyacasino.com

F&B BEVERAGE SERVER

REPORTING TO:	F&B Supervisor
CLASSIFICATION:	Non-Management, Hourly, Regular, Full-Time
SECURITY CLEARANCE:	NON-GAMING
BENEFITS:	Eligible employees (working 30 hours or more) to receive medical, dental, and vision insurance, 401 (k) retirement plan, life and accidental death and dismemberment insurance, flexible spending accounts, supplemental life insurance, and employee assistance program. Additional benefits include company paid holidays, sick leave, vacation, paid jury duty, paid bereavement leave, and employee discounts.

INTRODUCTION

Reporting to the F&B Manager, F&B Supervisor and Lead Server. The F&B Beverage Server will work to promote and provide exceptional beverage and customer service through the performance of assigned duties. The Beverage Server will demonstrate themselves in a positive, professional, efficient, and responsible manner.

MAJOR DUTIES AND RESPONSIBILITIES

1. Provide fast, courteous and professional customer service to all patrons in an effective and efficient manner, by supplying beverages to guests throughout the gaming floor.
2. Take and serve beverages from the beverage bar/gaming floor/P2P bar, on tray as appropriate.
3. Circulate around the gaming floor to ensure customer satisfaction when serving beverages.
4. Demonstrate a professional appearance and demeanor while presenting an image of excitement, enthusiasm, and fun to provide our guests with exceptional experience.
5. Collect and control payments from customers, accurately.
6. Responsible for safety and compliance with sanitation codes as they apply to the beverage bar. Comply with applicable federal and state OSHA requirements and regulations.
7. Work as a team player with all Casino departments and maintain a courteous and professional attitude at all times in order to ensure a smooth and consistent level of efficient customer service, especially under pressure.
8. Responsible for the cleanliness and maintaining set standards of the beverage bar, clean beverage bar floor, mats, lemon and lime slice holder, cutting board, and all other equipment and tools.
9. Check identification of customers to ensure minimum age requirements for the purchase of alcoholic beverages are met and following alcohol awareness procedures to prevent intoxication and dealing with intoxicated guests.
10. Perform other duties as assigned or directed by Lead Server, F&B Supervisor, or F&B Manager.
11. Willing to work irregular schedules, including weekends, holidays, or organization events.
12. Promote positive public/employee relations at all times, maintain composure and build relationships with guests/team members that encourage repeat patronage and positive word-of-mouth.
13. Demonstrate commitment to the Casino's mission and values including communication, integrity, fun, respect, accountability, passion, and dedication.
14. Demonstrate good customer service presence and communication skills.
15. Maintain cleanliness of bussing trays and dispose of used and empty cups left by machines or on the floor.
16. Adhere to set policies and procedures.
17. Adhere to department and organizational confidentiality.

KNOWLEDGE, SKILLS, AND ABILITIES

- Basic Mathematical and cash handling skills, and ability to balance a cash drawer as required.
- Familiarity with the latest mixology, bar equipment, sanitation standards.
- Thorough understanding of state and local serving guidelines and regulations.
- Ability to stand and walk long periods of time, and carry tray full of beverages, weighing 10-15 LBS.
- Ability to speak and communicate in a clear and concise manner in order to provide efficient customer service.
- Skilled in the area of courteous and professional customer service.
- Willingness and ability to work irregular schedules which include weekends, evenings and holidays.
- Ability to read, comprehend, interpret regulations, safety rules, and procedures as related to beverage bar.
- Ability to maintain confidentiality of records and information pertinent to the nature of the work.

SUPERVISORY CONTROLS



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Work is performed under the general direction of the Lead Server and F&B Supervisor. The supervisor makes assignments involving familiar concepts in terms of objectives. The Beverage Server plans and carries out the successive steps of the work assignments and independently handles deviations in the work assignments in accordance with instructions, policies, previous training, and/or accepted practices within various established procedures. Work is spot checked for adequacy, timeliness, and compliance with applicable rules, regulations, and policies.

QUALIFICATIONS, EXPERIENCE, EDUCATION

- High School Diploma or Equivalent, **PREFERRED.**
- Must be 21 years of age or older, **REQUIRED.**
- One (1) year previous experience in the food service industry and customer service, **REQUIRED.**
- Black non-skid shoes and black pants. **REQUIRED**
- Dependability and reliability, **REQUIRED.**
- Mixology certification and or schooling. **PREFERRED**
- Eligible to obtain your OLCC and Food handler’s cards within 30 days. **REQUIRED.**
- Good communication and interpersonal relationship skills. **REQUIRED.**
- Must submit to and clear an Alcohol/Drug Screen. **REQUIRED.**
- Must be Licensable by the Klamath Tribes Gaming Regulatory Commission. **REQUIRED.**
- Indian Preference will apply.

ACKNOWLEDGEMENT

This job description is intended to provide an overview of the requirements of the position. I have read this job description and fully understand the requirements set forth therein. I also understand that this is to be used as a guide and not necessarily all-inclusive of the position duties. The job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with KLA-MO-YA Casino Corporation.

Employee Signature

Date

Human Resources Signature

Date