



SLOTS BEVERAGE SERVER

INTRODUCTION

The Beverage Server is responsible for providing courteous and professional customer service to customers by serving beverages throughout the gaming floor.

MAJOR DUTIES AND RESPONSIBILITIES

1. Provide courteous and professional customer service to all patrons in an effective and efficient manner, by supplying beverages to customers.
2. Serve beverages from the beverage/floor/P2P bar, on tray as appropriate.
3. Circulate the gaming floor to ensure customer satisfaction when serving beverages.
4. Responsible for the safety and compliance with sanitation codes as it applies to the beverage bar.
5. Work as a team player and maintain a courteous and professional attitude at all times in order to insure a smooth and consistent level of efficient customer service.
6. Responsible for the cleanliness and maintenance of the beverage bar, clean beverage bar floor, mats, lemon and lime slice holder, and cutting board.
7. Keep beverage counters clean with appropriate cleaning solutions.
8. Restock station and complete closing duties before leaving.
9. Maintain cleanliness of bussing trays, and dispose of used and empty cups left by machines or on the floor.
10. Notify appropriate staff when supplies begin to run low.
11. Keep VLT Shift Supervisor informed of any potential problems.
12. Adhere to set policies and procedures.
13. Maintain department and organizational confidentiality.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to stand and walk long periods of time, and carry tray full of beverages, weighing 10-15 pounds.
- 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, and interpret regulations, safety rules, and procedure manuals as related to beverage bar.
- Ability to maintain confidentiality of records and information pertinent to the nature of the work.

SUPERVISORY CONTROLS

Work is performed under the general direction of the VLT Shift 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, **REQUIRED.**
- Must be 21 years of age or older, **REQUIRED.**
- One (1) year previous experience in customer service, **REQUIRED.**
- Dependability and reliability, **REQUIRED.**
- Eligible to obtain your OLCC and Food handler's cards. **REQUIRED.**
- Must submit to and clear an Alcohol/Drug Screen.
- Must be Licensable by the Klamath Tribes Gaming Regulatory Commission
- Indian Preference will apply.

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR KLA-MO-YA CASINO POSITIONS.

SPECIAL REQUIREMENTS

Chosen applicants will be required by the Klamath Tribes Gaming Regulatory Commission, to complete a Personal Disclosure Application, which includes photograph and fingerprints, for a background investigation to determine suitability for a gaming license. Must qualify for a gaming license, and must pay Licensing Fee to the Klamath Tribes Gaming Regulatory Commission prior to working.