



Kla-Mo-Ya Casino, Corporation

34333 Hwy 97 N ♦ Chiloquin, OR 97624 ♦ 541.783.7529
www.klamoyacasino.com

SLOTS FLOOR PERSON/BEVERAGE SERVER

INTRODUCTION

Reporting to the Slots Manager and Shift Supervisor, the Slot Floor Person is responsible for operating either Currency Transactions, Jackpots and transport voucher redemption to ensure optimum customer service to guests and customers by supplying timely and accurate transactions.

Reporting to the Slots Manager and Shift Supervisor, 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. Responsible for records and necessary information required by the Casino (i.e. W2Gs, 1042S, 1099 and Unclaimed JP's).
 2. Ensure compliance with IC's, Tribal and State Agencies, Department policy and procedures and I.R.S regulations by familiarizing self with required regulations.
 3. Verification and payment of VLT jackpots, short and hand pays.
 4. Provide prompt, courteous, and professional customer service to all patrons in an effective and efficient manner.
 5. Work as a team player and maintain a professional and courteous attitude at all times in order to insure a smooth and consistent level of efficient and effective customer service.
 6. Obtain an OLCC liquor license and food handlers' card to serve alcohol and food on the casino floor when the beverage servers are not available.
 7. Monitor the sales of alcohol to guest(s) so they are not over served and communicate to Shift Supervisor on alcohol cut-offs or any issue pertaining to the policy and procedures.
 8. Provide courteous and professional customer service to all patrons in an effective and efficient manner, by supplying beverages to customers.
 9. Serve beverages from the beverage/floor/P2P bar, on tray as appropriate.
 10. Circulate the gaming floor to ensure customer satisfaction when serving beverages.
 11. Responsible for the safety and compliance with sanitation codes as it applies to the beverage bar.
 12. 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.
 13. Responsible for the cleanliness and maintenance of the beverage bar, clean beverage bar floor, mats, lemon and lime slice holder, and cutting board.
 14. Keep beverage counters clean with appropriate cleaning solutions.
 15. Restock station and complete closing duties before leaving.
 16. Maintain cleanliness of bussing trays, and dispose of used and empty cups left by machines or on the floor.
 17. Notify appropriate staff when supplies begin to run low.
 18. Keep VLT Shift Supervisor informed of any potential problems.
 19. Adhere to set policies and procedures.
 20. Maintain department and organizational confidentiality.
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KNOWLEDGE, SKILLS, AND ABILITIES

- Adheres to Casino standards for guest service and confidentiality.
- Refers guest problems or complaints to appropriate supervisors according to Casino policies.
- 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.
- Reports and documents any observed or known safety hazard, conditions or unsafe practices and procedures to Supervisor or Manager immediately
- Performs other job-related duties as directed.

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. The Slot Floor Paerson 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.**
- One (1) year of cash handling skills. **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.



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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.

COVID-19 CONSIDERATIONS

All Team Members are required to self-report on the Kokomo system, temperature check when entering the building and face coverings are required for everyone. Sanitation and cleanliness protocols are strictly enforced. These guidelines may change as needed and advised.

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and 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