



# Kla-Mo-Ya Casino, Corporation

34333 Hwy 97 N ♦ Chiloquin, OR 97624 ♦ 541.783.7529

[www.klamoyacasino.com](http://www.klamoyacasino.com)

## RESTAURANT ASSOCIATE

### **INTRODUCTION**

Reporting to the Food and Beverage Manager, the Restaurant Associate will work to promote and provide an exceptional dining experience to casino guests through the performance of assigned duties in a positive, professional, efficient and responsible manner.

### **MAJOR DUTIES AND RESPONSIBILITIES**

1. Provide fast, friendly alcoholic and non-alcoholic beverage and food service and attention to guest needs at the bar and the restaurant area.
2. Taking and serving drink/food orders preparing appetizers and serving snacks or food; assisting in the preparation of drink orders for on-duty server staff.
3. Anticipating guest needs; respond to guest questions regarding food preparation and menu; and ensure the highest quality of customer service is provided and maintained at all times.
4. Serve food orders when prepared, periodically check on customer satisfaction with order; address any complaints or concerns in a timely manner; and offer information regarding the dessert menu.
5. Communicate and work closely with kitchen staff to ensure complete customer satisfaction.
6. Project a professional appearance and demeanor while presenting an image of excitement, enthusiasm and fun to provide our guests with the ultimate dining and entertainment experience.
7. Collect and control payments from customers accurately completing payment transactions.
8. Perform table set-ups and station preparation prior to service at the beginning/end of the shift, maintaining the condition of the dining room and service equipment. Assist in clearing tables, setting up tables, and dishwashing. Direct bus person and assist as needed in clearing tables. Perform opening / closing duties as required.
9. Check identification of customers to ensure minimum age requirements for the purchase of alcoholic beverages are met and following alcohol awareness procedures for preventing intoxication and dealing with intoxicated guests.
10. In the performance of duties, adhere to applicable standards, regulations, and rules for food preparation and storage; equipment operational and maintenance standards; facilities safety and sanitation standards; and employee hygiene, food handling, and safety standards as established by the U.S. Food and Drug Administration. Food Code 2009 or most current update, the Oregon Department of Public Health Food Sanitation Regulations, Oregon Liquor Control Commission; and all other applicable standards.
11. All personnel will be authorized to obtain a "bank" of a designated amount, but may only obtain said "bank" when specifically assigned to "cashiering" duties as directed by scheduling or supervision. Banks will only be approved for issue upon proper MICROS training. All "bank" procedures and administration must be strictly followed. No employee may conduct cashiering transactions utilizing another employee's bank/drawer.

### **ADDITIONAL DUTIES**

1. Adheres to Casino standards for guest service and confidentiality.
2. Refers guest problems or complaints to appropriate supervisors according to Casino policies.
3. Reports and documents any observed or known safety hazard, conditions or unsafe practices and procedures to management immediately
4. Maintain at all times, a safe working environment, keep work areas clean and orderly; report faulty equipment and unsafe conditions; adhere to bar and restaurant safe work practices and dress, and to comply with applicable federal and state OSHA requirements and regulations.
5. Maintain proper housekeeping, and a high standard of cleanliness and organization of bar and dining area and service equipment including surface areas, floors, equipment storage and maintenance, liquor, food and supplies storage areas, etc.
6. Perform other duties as assigned or directed by the Food & Beverage supervision or management.
7. Willing to work irregular schedules, including weekends and holiday as may be required.
8. 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.



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9. Maintain confidentiality of records and information pertinent to the nature of the work
10. Demonstrate a commitment to the Casino's mission and values including communication, integrity, fun, respect, accountability, passion and dedication
11. Performs other job-related duties as directed.

### KNOWLEDGE AND SKILLS

- Basic Mathematical and cash handling skills, and ability to balance a cash drawer as required
- POS experience.
- Familiarity with latest in mixology, bar equipment, sanitation standard and an understanding of state and local serving guidelines and regulations.
- Work as a "team player" at all times.
- Good customer service presence and communications skills.
- Able to function effectively and efficiently under pressure of time; to adhere to Casino standards for guest service.
- Ability to lift and/or move 25lbs., 50-100lbs on occasion.

### SUPERVISORY CONTROLS

Work is performed under the direct supervision of the on-duty shift lead, F&B Supervisor, and/or F&B Manager as scheduled. The supervisor assigns work in terms of objectives and priorities. Daily assignments are usually determined by the flow of patronage. Employee must be able to work independently and follow instructions. Work will be checked in order to ensure quality and timeliness.

### QUALIFICATIONS, EXPERIENCE AND EDUCATION

- High School Diploma or equivalent. **PREFERRED**
- Must be at least eighteen (18) years of age. **REQUIRED**
- Food Handlers permit and valid OLCC license or ability to obtain/renew within 30 days of employment. **REQUIRED**
- One (1) year previous work experience in food service and customer service. **REQUIRED**
- Black non-skid shoes and black pants **REQUIRED**
- Must be reliable and dependable, **REQUIRED**
- Mixology certification and or schooling. **PREFERRED**
- Experienced barista with accompanying work experience. **PREFERRED**
- Must submit to and clear an Alcohol/Drug Screen. **REQUIRED**
- Good communication and interpersonal relationship skills. **REQUIRED**
- Must be Licensable by the Klamath Tribes Gaming Regulatory Commission. **REQUIRED**
- Indian Preference will apply.