



## **JOB DESCRIPTION**

**Posted: August 16, 2018      Deadline: Until Filled**

**POSITION:**                      **Server**

**DEPARTMENT:**                **Food and Beverage**

**LOCATION:**                      **Resort**

**SUPERVISOR:**                **F & B Service Supervisor**

**EMPLOYMENT:**              **Full-Time/Part-Time**

**PAY RATE:**                    **Pay Grade 1 (\$4.75 - \$5.50 per/hr. D.O.E.)**

### **DESCRIPTION:**

Servers are the front lines of food and beverage customer service, taking orders delivering food and cleaning up and resetting the tables afterwards. This person will make sure the orders are right, the food comes out fast, customers has a smile on their face.

### **RESPONSIBILITIES:**

- Provide excellent Guest Service to guests, internal and external through active guest engagement and positive attitude.
- Communication Skills: communication is key to server jobs. You will need to listen to customer's order, relay it to the cooks, tell customers about specials, and more. You will need great listening and speaking skills to create a great dining experience for customers. Keep an open line of communication at all times with kitchen staff.
- Customer Service: A dissatisfied customer is not going to tip. A friendly, relaxing demeanor, courteousness and quick service will help you get repeat customers.
- Good Memory: Big complicated orders happen. You will have to remember food and drinks specials, who ordered what.
- Stamina: Long, busy days on your feet are the trademark of a server job.

- Cleanliness: Being clean and neat when serving food and drinks will help create a great first impression to your customers.
- Roll silverware, set up food stations or set up dining areas to prepare for the next shift or for large parties.
- Inform customers of daily specials.
- Stock service areas with supplies such as coffee, food, tableware, and linens
- Prepare tables for meals, including setting up items such as linens, silverware, and glassware.
- Perform cleaning duties, such as sweeping and mopping floors, vacuuming carpet, tidying up server station, taking out trash.
- Fill salt, pepper, sugar, cream, and condiment.
- Must handle flexible hours
- Due to the dynamic Casino Environment from time to time, we require employees to be flexible and assume other responsibilities assigned by management.

### **MINIMUM QUALIFICATIONS:**

- High school diploma or GED equivalent.
- Ability to be ServSafe certified within 90 days of employment
- Must pass background checks and other pre-employment screenings.

*The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position.*

### **OUR MISSION**

Our Mission is to provide an exceptional and memorable experience to every Guest, every time. Each Team Member will demonstrate a high level of professionalism, provide a safe, clean and entertaining experience for all Guests, internal and external.

Integrity, Service, Professionalism, Value. This is our **PROMISE**.

**Date Approved by the Public Enterprise Finance Commission (PEFC): 02/21/2017**

**Northern Waters Casino Resort**

**P.O. Box 129, N5384 US 45**

**Watersmeet, MI 49969**

**Email: [hr@lvdcasino.com](mailto:hr@lvdcasino.com)**

**Website: <http://www.lvdcasino.com/Content/Careers.cfm>**

**Phone: 906-358-4226 Ext. 7318**

**Fax: 906-358-4913**