

JOB DESCRIPTION

POSITION: Food Server

POSTING DATE: 03/30/2018

WAGE: \$6.50 per hour (tipped)

CLOSING DATE: Until Filled

**Table of Equivalencies Applies
Seasonal Part-Time, Fill-In**

**Reports directly to: Chef/Food & Beverage Manager
Location: Pine Hills Golf & Supper Club**

Every employee of Pine Hills Golf & Supper Club is expected to greet and service our customers in a friendly, respectful manner and create a warm, fun atmosphere so that our customers feel welcome and enjoy visiting our establishment. Pine Hills Golf & Supper Club strives to provide a positive team environment where everyone contributes.

GENERAL RESPONSIBILITIES:

Perform all the tasks required to provide service to the guests in the dining areas including taking and filling food and drink orders, providing refills, answering questions, delivering food, bussing tables, etc.

QUALIFICATIONS:

1. Pine Hills Golf & Supper Club is looking for individuals who are courteous, energetic, reliable, and willing to perform all duties in a professional manner.
2. Must submit to court records search/background review.
3. Must submit and pass a pre-employment drug screening and health screening.
4. Must be able to work flexible hours including weekends, nights and holidays.
5. Previous food serving experience is preferred.
6. Must have basic math skills including addition and subtraction.
7. Must be physically able to perform all tasks of the position.
8. Must possess good communication skills and ability to speak effectively and interact well with the customers and employees.
9. Must have demonstrated ability to maintain satisfactory working record in any prior or current employment.
10. Must be willing to submit to periodic communicable diseases screenings and maintain a non-communicable disease status (such as TB and Hepatitis A).
11. Must adhere to the Tribe's Drug and Alcohol-Free Workplace Policy during the course of employment.
12. Must be eligible for coverage under the employer's liability insurance.
13. Must be eighteen (18) years of age.

EDUCATIONAL REQUIREMENTS:

1. High School Diploma or GED is preferred. High School Diploma or GED is required if you are 19 years old and under.

DUTIES:

1. Provide prompt, efficient, and courteous service to guests. Greet guests positively, treating each person as an individual and in a professional manner.
2. Take food and beverage orders in a prompt, courteous manner.
3. Maintain current knowledge of daily menus and prices.
4. Notify guests of food specials, prices, and portions of food items.
5. Accommodate special seating requests and needs, whenever possible.
6. Monitor guest needs on a continual basis ensuring all requests are promptly fulfilled.
7. Compute bills, accept payment and receive revenue.
8. Clear items from tables, clean up spills and help with other kitchen duties.
9. Perform duties on checklist at start and end of work shift.
10. Serve different group sizes, from small sit-down groups to large golf tournaments, banquets, or weddings.
11. Be knowledgeable of the facility, as location of restrooms and telephones, hours of operations, etc. and be able to efficiently handle quest inquiries.
12. Be available to fill in as needed to ensure the smooth and efficient operation of the restaurant as directed by immediate supervisor.
13. Must adhere to all established rules, regulations, procedures, and policies of Pine Hills Golf & Supper Club and the Stockbridge-Munsee Community.
14. Maintain a safe and clean environment for guests and fellow associates.
15. Must participate in employee random drug testing program.
16. Must be able to work with a variety of people with diverse personalities.
17. Must attend all meetings and training, as assigned.
18. Must wear the approved departmental uniform.
19. Must be reliable and prompt when reporting to work.
20. Must maintain compliance with all workplace policies, procedures, ordinances, laws and other communicated expectations, including but not limited to: Employment Manual, Department Procedures, memos and other communication from supervisory personnel.
21. Report any guest complaints or concerns to immediate supervisor for resolution.
22. Understand the goals and vision of the organization and demonstrate commitment to those goals in terms of individual and team performance.
23. Perform as a team member and assist fellow associates to ensure a smooth operation.
24. Prioritize and handle multiple tasks simultaneously.
25. Complete other duties as assigned by immediate supervisor.
26. The above duties and responsibilities are not an all-inclusive list, but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based on organizational needs and/or deemed necessary by the supervisor.

PHYSICAL REQUIREMENTS:

1. Constant hand movements (repetitive motions: grasping, holding, use of finger dexterity).
Required to use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms.
2. Constant walking and standing which may include kneeling, crouching, crawling and bending.
3. Occasional pushing/pulling, lifting and/or moving up to thirty (50) pounds.
4. Occasional reading and writing.

SUBMIT APPLICATION TO:

Human Resource Department
North Star Mohican Casino Resort
W12180 County Road A

Bowler, WI 54416 or Email completed application to: maureen.christensen@northstarcasinoresort.com

Or Fax completed application to (715)787-4113

THE STOCKBRIDGE-MUNSEE COMMUNITY OPERATES AS AN EQUAL-OPPORTUNITY EMPLOYER; EXCEPT INDIAN PREFERENCE IS GIVEN IN ACCORDANCE WITH THE TRIBAL EMPLOYMENT PREFERENCE ORDINANCE.

WE ARE A DRUG-FREE EMPLOYER. CANDIDATES MUST PASS A DRUG SCREEN AND REMAIN DRUG FREE

Although an interview may be granted, this does not determine that the candidate fully meets the qualifications until it is determined by the interview team.

