

JOB DESCRIPTION

Candidates hired may be eligible for up to a \$400 hiring bonus

POSITION: Beverage Server **POSTING DATE:** 06.24.2021

WAGE: \$6.88 per hour + tips **CLOSING DATE:** Until Filled

(potential to earn \$17/hr+)

Location: Resort Division
Full-Time + Shift Differential

Reports Director To: Food & Beverage Supervisor

Every employee of North Star Mohican Casino Resort is expected present themselves in a professional manner to our customers as well as other departments. North Star Mohican Casino resort strives to provide a positive team environment where everyone contributes.

GENERAL RESPONSIBILITIES:

Responsible for taking beverage orders and serving complimentary beverages to guests. Provide prompt, efficient, and courteous service to guests. Greet guests positively, treating each person as an individual and in a professional manner.

STANDARD QUALIFICATIONS:

1. Must submit to court records search/background review.
2. Must submit to and pass a pre-employment drug screening and health screening.
3. Must be flexible with schedule to work all shifts, weekends and holidays.
4. Must be able to work with a variety of people with diverse personalities.
5. Must have a positive attitude and provide a teamwork structure within the department.
6. Must be willing to enhance self-development and be willing to adapt to change.
7. Must be willing to attend all applicable training.
8. Must have demonstrated ability to maintain a satisfactory working record in any prior and/or current employment.
9. Must be eligible for insurance under the employer's liability insurance.
10. Must be at least 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. Must attend all training provided by the North Star Mohican Casino Resort.
2. Must adhere to all established rules, regulations, procedures, and policies of North Star Mohican Casino Resort and the Food & Beverage Department.
3. Must participate in employee random drug testing program.
4. Must be able to work with a variety of people with diverse personalities.
5. Must attend all meetings, as assigned.
6. Must wear the approved departmental uniform.

7. Must be reliable and prompt when reporting to work.

8. Must maintain compliance with all workplace policies, procedures, ordinances, laws and other communicated expectations, including but not limited to: Employment Manual, Gaming Ordinance, State Gaming Compact, Minimum Internal Controls, Department Procedures, memos and other communication from supervisory or regulatory personnel.
9. Circulate throughout assigned areas, announcing “cocktails” and taking drink orders from guests. Place beverage orders at service bar. Collect empty glasses and clean ashtrays.
10. Process monetary transactions with guests. Adhere to all revenue handling policies and procedures.
11. Maintain current knowledge of product offerings and prices. Keep informed of continually changing beverage specials and property promotions.
12. Monitor guest needs on a continual basis ensuring all requests are promptly fulfilled.
13. Ensure proper identification and age of guests prior to serving alcoholic beverages.
14. Serve alcohol responsibly; watch for signs of intoxication and follow proper procedures to discontinue service when necessary.
15. Engage guests in conversation and make their experience memorable.
16. Report any guest concerns or complaints to immediate supervisor for resolution.
17. Maintain a safe and clean environment for guests and fellow associates.
18. Maintain proper stock of all product and supplies needed for service in assigned stations.
19. Be knowledgeable of the facility, as location of restrooms and telephones, hours of operations, etc. and be able to efficiently handle guest inquiries.
20. Understand the goals and vision of the organization and demonstrate commitment to those goals in terms of individual and team performance.
21. Perform as a team member and assist fellow associates to ensure a smooth operation.
22. Prioritize and handle multiple tasks simultaneously.
23. Complete other duties as assigned

QUALIFICATIONS:

1. North Star Mohican Casino Resort is looking for a courteous and friendly individual.
2. Must possess good communication skills and possess ability to speak effectively and interact well with the customers and employees.
3. A minimum of six (6) months bartender/server experience is preferred.
4. Must have completed/or will complete a Responsible Beverage Server class.
5. Must have basic math skills including addition and subtraction.
6. Must possess the ability to be mobile 100% of the shift including maneuvering through crowded areas. Must be able to work in an unusually noisy environment.
7. Must have ability to remain calm and professional in a fast-paced environment.

PHYSICAL REQUIREMENTS/WORK ENVIROMENT:

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 and bending.
3. Occasional pushing/pulling, lifting and/or moving up to thirty (30) pounds.
4. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and depth perception and the ability to adjust and focus.
5. Work is generally performed in a casino setting with a higher noise level and where cigarette smoke is prevalent.
6. Work environment is **NOT** smoke, noise or dust free.

SUBMIT APPLICATION TO:

Human Resource Department

North Star Mohican Casino Resort

W12180 County Road A

Bowler, WI 54416 or Email **completed** application to: jobs@northstarcasinoresort.com

Fax application to (715)253-2432

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.