



**Gold Country Casino And Hotel
Tyme Maidu Tribe-Berry Creek Rancheria
Job Description**

Job Title: Cocktail Server/PT
Department: Food and Beverage
Reports to: Shift Supervisor
FLSA Status: Non-exempt/Non-Key Position

Applicant must be 21 years of age

SUMMARY: This is an entry-level position. Provide exceptional guest service by offering cocktails in a timely manner to our customers on the Casino floor.

ESSENTIAL DUTIES:

- Demonstrate and learn basic hygiene sanitation and safety procedures.
- Able to multi-task.
- Display quality guest service skills in a pleasant and timely manner.
- Maintain and service a beverage cart throughout casino.
- To complete all opening and closing side work assigned.
- Warmly and graciously greet all guests upon arrival.
- On completion of service cycle thank customers.
- Responsible for maintaining the highest degree of confidentiality, professionalism and ethical business conduct.

Special Qualifications:

Must possess excellent communication and organizational skills. Must be computer-literate.

Language Skills:

Ability to read and interpret documents, such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to respond to common inquires or complaints from customers, regulatory agencies and staff. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations. Effective interpersonal skills required.

Mathematical Skills:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals and work with mathematical concepts such as probability and statistical inference. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability:

Ability to apply commonsense reasoning to a variety of situations and deal with several abstract and concrete variables. Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions furnished in written, oral, diagram, or schedule form and deals with several abstract and concrete variables. Ability to maintain visual attention and mental concentration needed to perform assigned duties in highly disruptive conditions. Must be detail orientated and posses organizational skills.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the Employee is regularly required to talk, hear. The Employee frequently is required to stand for extended periods in one position. Employee is required to sit/stand and use hands and finger coordination, handle, or feel objects with continuous wrist, hand, arm and finger motion and dexterity. The Employee is required to reach with hands and arms.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an Employee encounters while performing the essential functions of this job.

The noise level in the work environment is usually moderate. When on the casino floor, the noise level increases to loud. The casino floor is a smoking environment and the Employee must be able to tolerate tobacco smoke.

Native American Preference