



POSITION DESCRIPTION

Bay Mills Resort & Casinos

POSITION:	Food Server	LICENSED:	No
DEPARTMENT:	Food and Beverage Department	GRADE:	1 (\$7.25-10.88)
REPORTS TO:	F&B Supervisor	STATUS:	Non-Exempt

POSITION SUMMARY:

Under the director of the F&B Supervisor, the Food Server is responsible for providing restaurant service to all customers in an efficient, courteous, and professional manner displaying a high standard of customer service.

ESSENTIAL FUNCTIONS:

1. Provides exemplary customer service by “Exceeding Expectations One Opportunity at a Time”.
2. Responsible for prompt, efficient, and courteous service of food and beverages to restaurant guests in accordance with company standards.
3. Perform necessary tasks to service guests, taking and filling all food and drink orders and assisting in maintaining customers eating area in a clean and neat manner.
4. Follow safe and sanitary food and beverage handling procedures.
5. Clean entire work area and utensils frequently.
6. Preparing the restaurant area before each session (fill napkin holders, re-stock sugars, etc., and various other tasks assigned by Food and Beverage Management Team).
7. Check customer’s ID in order to ensure they meet the minimum age requirement for consumption of alcoholic beverages (21+).
8. Assemble and deliver food and beverage orders to customers and collect money for these orders promptly and courteously.
9. Clean entire work area and utensils frequently.
10. Physically being on your feet for long periods of time by caring food orders from the restaurant to the tables throughout the restaurant floor.
11. Responsible for learning and following daily policies and procedures for the F&B Department and Bay Mills Resort & Casinos.
12. Must attend all mandatory trainings designated by the Human Resources Department and/or Department Manager, including TIPS.
13. Other duties may be assigned within the scope and complexity of this position’s essential functions.

PHYSICAL REQUIREMENTS:

While performing the duties of this job, the employee is regularly required to walk and stand for extended periods of time. The employee must bend, squat, climb, crouch, kneel, and push/pull. The employee must occasionally lift and/or move up to 75 pounds while frequently lifting and/or moving up to 35 pounds. The

employee is regularly exposed to dust and cold when working in the freezer and coolers. The employee is regularly exposed to moderate noise, heat and cold. The employee may experience cuts, burns, sprains and strains.

POSITION REQUIREMENTS:

1. Must have high school diploma or equivalent.
2. Must have one to two years' experience as a food server in similar setting.
3. Position requires a friendly, smiling individual with a great customer service attitude.
4. Must have math skills and the ability to add and subtract to make change for the customers.
5. Must have computer skills and the ability to record orders and enter as required into the point-of-sale (POS) customer system. Prior experience with Micros preferred.
6. Physical requirements include ability to work in a hectic, fast pace environment, to carry trays of beverage and food to tables, and to be on feet for long periods of time.
7. Must present a well-groomed, professional appearance and speak, understand and write in the English language.
8. Must possess an organizational ability to handle multiple tasks simultaneously.
9. To perform this position successfully, an individual must be able to satisfactorily perform each function listed under the essential functions and physical demands categories of this position description.
10. Must have an excellent past work record, including attendance.

PREFERENCE: Preference will be given to those of Native American descent.

CLOSING DATE: OUF

APPLY TO: Send Resume and Application to:

Erin Forrester; HR Generalist
Bay Mills Human Resources Department
12124 W. Lakeshore Drive
Brimley, MI 49715
(906) 248-8526

eforrester@baymills.org

Subject:

****Applications can be found on the Bay Mills website at www.baymills.org under the employment section****