



POSITION DESCRIPTION

Bay Mills Resort & Casinos

POSITION:	Cashier/Host(ess)	LICENSED:	No
DEPARTMENT:	Food and Beverage Department	GRADE:	9 (\$12.45-18.68)
REPORTS TO:	F&B Supervisor	STATUS:	Non-Exempt

POSITION SUMMARY:

Under the direction of the F&B Supervisor, the Cashier/Host(ess) welcomes and seats all guests of the restaurant in a friendly and courteous manner, as well as performs cash transactions.

ESSENTIAL FUNCTIONS:

1. Provides exemplary customer service by “Exceeding Expectations One Opportunity at a Time”.
2. Provide fast and courteous service to all guests of the establishment.
3. Greets guests in a friendly manner, escorts them to tables, and provides menus.
4. Collects payment from customers.
5. Enters all transactions into POS system.
6. Make sure that the buffet and/or specials board is done neatly and is accurate.
7. Wraps and prepares silverware to par level as well as other assigned side work.
8. Ensures that the guests are receiving prompt service at all times.
9. Assumes responsibility for balancing all transactions at the end of each shift.
10. Responds in a timely manner to room service calls and To Go orders and settles all billings through the POS system immediately.
11. Assists other positions in the restaurant when needed and cooperates well with co-workers.
12. Responsible for learning and following daily policies and procedures for the F&B Department and Bay Mills Resort & Casinos.
13. Must attend all mandatory trainings designated by the Human Resources Department and/or Department Manager.
14. 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 a high school diploma or equivalent.
2. Must be at least 18 years of age.
3. Six months in cashiering experience is desired.
4. Prior experience in a guest service position strongly desired.
5. Must have excellent communication skills and a friendly personality.
6. Fast-paced customer service position, cash knowledge required.
7. General knowledge of computers, prior use of POS system desired.
8. 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.
9. Must have an excellent past work record, including attendance.

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

CLOSING DATE: OPEN UNTIL FILLED

APPLY TO: Send Resume and Application to:

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

amcarrick@baymills.org

Subject: Cashier/Host

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