



POSITION DESCRIPTION

Bay Mills Resort & Casinos

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| POSITION: | Cater/Conference Staff (On Call) | LICENSED: | No |
| DEPARTMENT: | Food and Beverage Department | GRADE: | 2 (\$7.50-11.25) |
| REPORTS TO: | Convention Sales Coordinator | STATUS: | Non-Exempt |

POSITION SUMMARY:

Under the direction of the Convention Sales Coordination, the Cater/Conference Staff is responsible for providing food and bar 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. Functions – Duties (may have several of these)
3. Responsible for prompt, efficient, and courteous service of food and beverages to cater/conference guests in accordance with company standards.
4. Responsible for setting up all buffets and keeping them filled.
5. Busses tables, does dishes and keeps the kitchen cleaned.
6. Sets up, stocks, and maintains bar and supplies.
7. Responsible for tearing down and cleaning up after each event.
8. 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.
9. Clean entire work area and utensils frequently.
10. Clean counters and cabinets during slow periods.
11. Preparing the conference rooms before each session (prepare linens, set tables, fill napkin holders, re-stock coffee, sugars, etc., and various other tasks assigned by Supervisor)
12. Physically being on your feet for long periods of time by carrying food and drink orders from the restaurant to the tables throughout the conference center.
13. Mixes and serves alcoholic and nonalcoholic drinks to patrons of the bar following standard recipes.
14. Mixes ingredients, such as liquor, soda, water, sugar, and bitters to prepare cocktails and other drinks.
15. Collects money for drinks served.
16. Slices and pits fruit for garnishing drinks.
17. Responsible for learning and following daily policies and procedures for the F&B Department and Bay Mills Resort & Casinos.
18. Must attend all mandatory trainings designated by the Human Resources Department and/or Department Manager, including TIPS.

19. 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 required.
2. One to two years' experience as a food server is preferred.
3. Ability to add and subtract to make change for the customers.
4. Ability to work in a fast pace environment by bending and carrying a tray of beverages and food to the customers.
5. Physically being on your feet for long periods of time by carrying food orders throughout the facility.
6. Must present a well-groomed, professional appearance and speak, understand and write in the English language.
7. Requires the ability to record orders and enter as required into the point-of-sale (POS) customer system.
8. Must possess a personable, customer service attitude along with organizational ability to handle multiple tasks simultaneously.
9. Must present a well-groomed, professional appearance.
10. 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.
11. Must have an excellent past work record, including attendance.

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

CLOSING DATE: May 13, 2022 (4:30pm)

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: CCStaff

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