

Lucky 21 and Oak Tree Restaurant

Job Description

Job Title: Server, Cocktail Server, and Busser

Job Summary: The server is responsible for providing superior guest service to ensure repeat clientele. All duties are to be performed according to the Lucky 21 Casino and Oak Tree Restaurant standards. The server is accountable for taking food and beverage orders. The server also carries out all other responsibilities as directed by the management of the company. The position normally reports to the department manager or lead.

Permits Required: Health card and Mixology

Reports To: Beverage lead or Food and Beverage Manager

Responsibilities:

1. Excellent Guest Services:

- Market the casino/restaurant and services offered to a targeted customer base. Perform as in a public relations capacity when promoting the company.
- Serve as an ambassador of the company while working special/promotional events on the property as directed by management.
- Greet and welcome all guests in a pleasant and professional manner.
- Provide timely beverage service in a friendly and courteous manner.
- Monitor guests, anticipate their needs and, respond appropriately with a sense of urgency.
- Will be required to serve a menu of food items.
- Exhibit proper knowledge of food and beverage menus and proper selling techniques.
- Constantly look for service opportunities and increase revenue with up-selling techniques.
- Respond to and resolve guest complaints when able.
- Answer guest questions and be knowledgeable about the events that occur on property.
- Observe and anticipate guests needs in order to fill any additional requests or need.
- Serve tables in proper order of arrival with exceptions in common sense situations or as ordered by a supervisor/manager.
- Conduct oneself in a manner that reflects a positive professional image.
- Treat all internal and external guests with respect.
- Check with guests to ensure satisfaction.
- Thank the guests for visiting and invite them to come back.

- Ensure proper payment from guests such as; cash, credit card, comps, are collected and, if applicable, signed.

2. Maintain a professional work area:

- Servers must be in compliance with the uniform appearance and standards.
- Work as a team with others in the department, or in the company, to accomplish all job tasks/duties.
- Prepare work station for readiness and maintain it for cleanliness.
- Assist in helping bussers remove used plates, glasses, and silverware from tables.
- Clean tables and counters.
- Replenish ice in the soda machine.
- Empty trash in the service area.
- Responsible for any side work and/or tasks that are assigned by the manager/lead; which include but not limited to:
 - ✧ Refill ice bin in the service station and soda machine.
 - ✧ Wipe service station, sushi bar, and the cabinet which is behind the sushi bar.
 - ✧ Restock the following: soy sauce packages, sweet and sour sauce packages, pot sticker sauce packages, to go sauce cups, to go soup cups, to go boxes, plastic utensils, napkins, paper bags, plates, and etc.
 - ✧ Wrap silverware.
 - ✧ Wipe down dining tables and chairs.
 - ✧ Sort through the utensils, and put dirty utensils in the dishwashing area.
 - ✧ Supply bus station with clean bus tubs.
 - ✧ Stock, and continue to keep stocked, the condiment holders.
 - ✧ Clean the ice bin in the service station at the end of each shift.
 - ✧ Check the buffet food and clean the carts if needed.
 - ✧ Check and clean the banquet room at the end of every shift.
 - ✧ Make coffee and tea.
 - ✧ Put deliveries away.
 - ✧ Cut lemons and oranges.
 - ✧ Clean all sauce and spice bottles.
 - ✧ Wipe and clean menus.

3. Follow all rules and procedures:

Policy and Procedures

- Take necessary steps to ensure minors are not served alcohol.
- Check identifications to ensure guests are over the age of 18.
- Consult the internal control procedures and policy and procedures manual for guidance.
- Report all illegal activity to security or the appropriate levels of management.

Physical Requirements: Must be physically sound enough to lift, carry, push, or pull at least twenty-five pounds (25 lb). Must be able to sit, stand, walk, bend, twist, and reach, etc. for extended lengths of time.

Specific Skills/Knowledge/Experience Required:

- ✓ Must be at least 18 years old.
- ✓ One (1) year experience as a cocktail server in a fast paced environment preferred.
- ✓ Must have cash handling experience.
- ✓ Must be able to successfully complete a TIPS (responsible service of alcohol) training class.
- ✓ Able to work 2 to 3 shifts a week; including weekends and holidays
- ✓ Strong knowledge of spirits, wine, cocktails, and champagne.
- ✓ Must have excellent customer service.

Personal Attributes:

- ✓ Be honest and trustworthy.
- ✓ Be respectful.
- ✓ Possess a cultural awareness and sensitivity.
- ✓ Be flexible.