



JOB DESCRIPTION

POSITION: Café Worker
Full-Time
WAGE: \$10.00 per hour

POSTING DATE: 10/14/2016
CLOSING DATE: 10/21/2016

Reports directly to: Sous Chef
Location: Gaming Division

Every employee of North Star Mohican Casino Resort is expected to greet and service our customers in a friendly, respectful manner and create a warm, fun atmosphere so that our customers feel welcome and enjoy visiting our establishment. North Star Mohican Casino Resort strives to provide a positive team environment where everyone contributes.

STANDARD QUALIFICATIONS:

All employees of North Star Mohican Casino Resort must meet the following qualifications.

1. Must be able to obtain and maintain a Mohican Nation Gaming License.
2. Must submit to a Criminal Investigation Background Check (CIB).
3. Must maintain an acceptable departmental attendance record.
4. Must submit and pass a pre-employment drug screening and health screening.
5. Must be able to work weekends, nights and holidays.
6. Must be 18 years of age.

STANDARD DUTIES:

1. Must attend all training provided by the North Star Mohican Casino Resort.
2. Must adhere to all established rules, regulations, procedures, and policies of North Star Mohican Casino Resort and the Food & Beverage Department.
3. Must participate in employee random drug testing program.
4. Must be able to work with a variety of people with diverse personalities.
5. Must attend all meetings, as assigned.
6. Must wear the approved departmental uniform.
7. Must be reliable and prompt when reporting to work.
8. Must maintain compliance with all workplace policies, procedures, ordinances, laws and other communicated expectations, including but not limited to: Employment Manual, gaming Ordinance, State Gaming Compact, Minimum Internal Controls, Department Procedures, memos and other communication from supervisory or regulatory personnel.
9. All other assigned duties.

EDUCATIONAL REQUIREMENTS:

1. High School Diploma or GED is preferred. High School Diploma or GED is required if you are 19 years old and under.

QUALIFICATIONS:

1. North Star Mohican Casino Resort is looking for a courteous and friendly individual.
2. Must possess good communication skills and possess ability to speak effectively and interact well with the customers and employees.
3. A minimum of six (6) months customer service experience is preferred.
4. Previous cash handling experience is required.
5. Must have basic math skills including addition and subtraction.
6. Must have ability to remain calm and professional in a fast paced environment.
7. Must possess the ability to be mobile 100% of the shift. Must be able to work in an area that is unusually hot, cold, and noisy.

DUTIES:

1. Perform all tasks required to provide service to the guests in the café area including taking and filling food and drink orders, answering questions, etc.
2. Cook, prepare, and serve food items according to specifications in an efficient manner while displaying the highest standard of guest services.
3. Provide prompt, efficient, and courteous service to guests. Greet guests positively, treating each person as an individual and in a professional manner.
4. Maintain current knowledge of product offerings and prices. Inform guests of food and beverage specials, prices, and portions of food items.
5. Ensure proper identification and age of guests prior to serving alcoholic beverages.
6. Serve alcohol responsibly; watch for signs of intoxication and follow proper procedures to discontinue service when necessary.
7. Process all transactions (cash and non cash) with guests. Adhere to all revenue handling policies and procedures.
8. Maintain and verify cash drawer on a daily basis; keep cash drawer supplied with sufficient monies.
9. Maintain a safe and clean environment for guests and fellow associates.
10. Keep work area neat, clean, and stocked of needed product and supplies.
11. Engage guests in conversation and make their experience memorable.
12. Report any guest complaints or concerns to immediate supervisor for resolution.
13. Be knowledgeable of the facility, as location of restrooms and telephones, hours of operations, etc. and be able to efficiently handle guest inquiries.
14. Understand the goals and vision of the organization and demonstrate commitment to those goals in terms of individual and team performance.
15. Perform as a team member and assist fellow associates to ensure a smooth operation.
16. Prioritize and handle multiple tasks simultaneously.
17. Complete other duties as assigned.

**THE STOCKBRIDGE-MUNSEE COMMUNITY OPERATES AS AN EQUAL OPPORTUNITY EMPLOYER
EXCEPT INDIAN PREFERENCE IS GIVEN IN ACCORDANCE WITH THE
TRIBAL EMPLOYMENT PREFERENCE ORDINANCE**