

Job Opening: Food & Beverage Server (1) Positions

Qualifications: He/she must have some experience in the food service or customer service fields. He/she must have a good work ethic and the ability to communicate well others. Previous waitress/waiter experience preferred.

Job Description: He/she will be responsible for accepting and delivering food orders for the patrons of the facility, cleaning their assigned area, and any other duties as warranted.

Additional job duties and descriptions

He/she will report to work at the prescribed time.

He/she will verify the amount of their start-up bank.

He/she will continually walk through there section and take orders from their customers.

He/she will report any customer complaints to the kitchen supervisor.

He/she will see that each food item is delivered promptly once it is prepared.

He/she will pay back all shortages at the end of the session.

He/she will produce an order ticket using the concession computer terminals.

Will complete all assigned duties and report to the Kitchen Supervisor prior to departure.

He/she will not take his/her apron into the restroom or any other deemed off-limits by management.

He/she must report to work in the proper uniform and I.D. badges will be worn at all times.

Smoking is not permitted in the concession area nor while serving to the customers. Smoking will be allowed only in designated areas.

He/she will work at other positions if needed.

Excessive shortages will be grounds for termination. Daily gross sales are a good determinant of job performance. Continual low sales are grounds for termination.

Key Skills and Abilities

Customer Service - Sees issues from another employee's point of view; personally provides excellent customer service.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Works well in group problem solving situations.

Communication Skills - Speaks clearly; listens and gets clarification; Responds well to questions; Able to read and interpret written information.

Interpersonal Skills - Is friendly and positive with others. Maintains an even temper. Demonstrates good judgment, has positive interactions with co-workers and customers. Treats others with respect and dignity.

Teamwork - Contributes to building a positive team spirit; collaborates and cooperates; can be counted on to personally contribute to team efforts.

Business Knowledge/Literacy-Understands owns function and job and its relationship to other aspects of the business.

Integrity -Can be counted on to meet obligations and commitments; honest, consistent in communication and behavior.

Initiative/Sense of Urgency - Looks for ways to improve and promote quality, applies feedback to improve performance; monitors own work to ensure quality.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments and makes deadlines; commits to long hours of work and/or flexibility when necessary to reach goals; completes tasks on time.

Education and/or Experience

High School Diploma or GED preferred. Two years experience in related industry
Proven ability to work with numbers and cash-handling accurately. Must exhibit excellent customer service skills.

Computer Skills

Must be able to use a ten-key and/or cash register.

Physical, Mental and Environmental Demands

Must be able to lift in excess of 30 pounds on a regular basis. Must be able to work various shifts, weekends and holidays. Must be able to be on feet for long periods of time. Must be able to work in a smoke-filled environment. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Creek Nation Casino applies Native American Preferences in its hiring practices. Must be able to obtain Oklahoma Gaming License. The casino also reserves the right to make changes to this job description.