

Job Opening: Food & Beverage Counter Clerk

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 with others. Previous cashier experience.

Job Description: He/she will be responsible for accepting and issuing food orders for the patrons of the facility. Must be able to meet and greet customers in a friendly and professional manner. Must be able to make correct change and balance register at the end of their shift.

Essential job duties and descriptions

- ◆ He/she will report to work at the scheduled time.
- ◆ He/she will verify the amount of their start-up bank and complete the verification form.
- ◆ He/she will remain stationed at their register and take orders from the patrons.
- ◆ He/she will complete all preparatory procedures in the counter area
- ◆ (Turn on equipment, prepare nacho cheese, hot dogs, etc.).
- ◆ He/she will report any customer complaints to the F & B 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 terminal.
- ◆ He/she will complete all assigned duties and report to the Manager prior to departure.
- ◆ No loud talking will be permitted in the Concession area.
- ◆ He/she will work at other positions if needed.
- ◆ He/she will see that all orders are filled and that the servers receive their orders promptly.
- ◆ He/she will maintain a proper amount of supplies at the counter area (i.e. forks, knives, spoons, plates, cups, etc)
- ◆ Must attend mandatory training sessions as required.
- ◆ Must be able to obtain a food handler's permit.

Key Skills and Abilities

Customer Service - Sees issues from a 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 required.

Physical, Mental and Environmental Demands

Must be able to work all shifts, and all days of the week. Must be available to work all holidays. This position requires ability to stand and walk for the entire shift. Must be able to lift over 25 lbs on a consistent basis. Must be able to perform well in both mentally and physically stressful situations. Must be able to bend, reach, kneel, twist and grip items. Will be working in a second hand smoke environment with high noise level, blinking lights, and dust.

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.