

PARAGON CASINO RESORT

Job Description

ROXY'S SERVICE ATTENDANT

Department: Food & Beverage
Job Code: SVC01
Position Code: SVC001
Pay Grade: N2
EEO – 1 Code: 9

Report to: Roxy's Manager
License: Non-Gaming
Costing: 300-3010-3012
Date: 6/26/20

SUMMARY:

The 3 positions listed above are, when required or necessary to meet business needs, are all interchangeable. To clarify, you may be required to work any position listed above based on business needs and staffing levels by shift.

FOOD RUNNER: Responsible for ensuring prepared food is delivered to Guests in an efficient, prompt and courteous manner. In addition to the primary responsibility of food delivery to guests, the individual will also be tasked with refilling guest's drinks when requested by either guest or Expediter or Management on duty. Food runner will when asked, prepare desserts and ice cream dessert requests.

BUS PERSON: Responsible for, with a sense of urgency, clearing, wiping down and sanitizing tables after guest departure. Your job is a critical component of our ability to rapidly seat guests in a timely manner. It is important that you, as quietly as possible, clear all plates and glassware off the table, to be able to avoid wiping table debris onto the floor and to then return to the table and sanitize with Peroxide Multi-Purpose Sanitizer solution. There will be time when instructed by the manager on duty to spot sweep floors as well.

BEVERAGE ATTENDANT: Beverage attendant will be a position whereby the associate will fill drink requests that are provided by a Micros ticket. Beverage attendant will maintain a positive and courteous manner while interacting with guests. Beverage attendant will maintain a clean, neat and presentable work area at all times. Drink attendant will when necessary assist elderly and or handicapped guests transport drinks to their table as a manner of guest service. This also applies to guests with small children, assisting them with transporting drinks to their table. When time permits, drink attendant may be instructed by Management on duty to help refill guests drinks while they are dining.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Responsible for delivery of food from kitchen to guests. Politely, with care and caring deliver food to guests table. Retrieve and own any guest request that are made at time of delivery (ketchup, straw, etc.). remember, your OWN the request. Food runners will also be responsible for providing to-go containers for guest that request. Guest is to fill their container for health department requirements.
- When asked by Expo, refill any and all guest's drinks with a pitcher being careful not touch the guests glass but from the bottom and do not let the pitcher touch the guests glass.
- When required to do so, or without being asked, you are required to assist in clearing, cleaning and sanitizing table to assist in guest seating.
- All team members will be asked by management on duty, and required to spot sweep black and white tile flooring for a neat and presentable appearance.

- Responsible for communicating any additional requests from guests to Expo. This is for all associates at all times.
- All drinks will be served with attaching lid and straw for each guest. Drinks will be carried to the table for all elderly guests, handicapped guests and guest with small children.
- Bus persons may also be required to sleeve silverware as needed along with other tasks and duties assigned by the manager on duty. Bus persons will move with a sense of urgency in a quiet and efficient manner.
- Participates as a team member with food servers, utilities, cooks, supervisors, and any pertinent Paragon Casino Resort Associates in producing a smoothly and efficiently run operation that meets the highest standards of Guest Services.
- All Associates will assist with maintaining a clean and sanitary area at all times in full accordance with health regulations.
- Promotes positive guest relations by interacting with Guests in an efficient and courteous manner.
- Any and all tips left on table by guests shall be taken to the secured lock box at Expo window for distribution on a bi-weekly basis. The tips accumulated will be distributed bases on the attachment to this job description.
- Performs other duties as assigned.

Paragon Casino Resort requires all Associates to consistently:

- Exceed Guests expectations with quality and friendly service.
- Treat all Associates and Guests with respect, dignity, integrity and sensitivity.
- Provide a safe working environment by complying with safety rules and reporting potential hazards.
- Comply with company performance standards and departmental policy and practices.
- Demonstrate pride and professionalism for the property, its goals and the Associate Pledge.
- Support training and development for all associates.
- Communicate and share ideas, concerns and explain “Why” behind decisions.
- Maintain a consistent, regular attendance record.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High School diploma preferred. Previous experience preferred. In house training will be provided.

Language Skills: Ability to read and comprehend simple instructions, short correspondence, and memos.

Mathematical Skills: Ability to add and subtract two digit numbers and to multiply and divide with 10’s and 100’s. Ability to perform these operations using units of American money.

Reasoning Ability: Ability to apply commonsense understanding to carry out detailed but involved written or oral instructions. Ability to deal with problems involving a few concrete variables inn

standardized situations.

Physical Demands: The physical demands described here are representatives of those that must be met by an Associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the Associate is regularly required to stand; walk; use hand to finger, handle, or feel objects, tools or controls; reach with hands and arms; and talk or hear.

The Associate must frequently lift and/or move up to 25 pounds. The Associate is occasionally required to lift up to 50 lbs.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an Associate encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the Associate regularly works near moving mechanical parts.

The noise level in the work environment is usually loud.