

9. Provide prompt, efficient, and courteous service to guests. Greet guests positively, treating each person as an individual and in a professional manner.
10. Maintain current knowledge of daily menus and prices.
11. Notify guests of food specials, prices, and portions of food items.
12. Monitor guest needs on a continual basis ensuring all requests are promptly fulfilled.
13. Ensure proper identification and age of guests prior to serving alcoholic beverages.
14. Serve alcohol responsibly; watch for signs of intoxication and follow proper procedures to discontinue service when necessary.
15. Engage guests in conversation and make their experience memorable.
16. Report any guest concerns or complaints to immediate supervisor for resolution.
17. Maintain a safe and clean environment for guests and fellow associates.
18. Maintain proper stock of all product and supplies needed for service in assigned stations.
19. Adhere to all revenue handling policies and procedures.
20. Be knowledgeable of the facility, as location of restrooms and telephones, hours of operations, etc. and be able to efficiently handle guest inquiries.
21. Understand the goals and vision of the organization and demonstrate commitment to those goals in terms of individual and team performance.
22. Perform as a team member and assist fellow associates to ensure a smooth operation.
23. Prioritize and handle multiple tasks simultaneously.
24. Complete all other duties as assigned.

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. Must have ability to remain calm and professional in a fast-paced environment.
4. A minimum of six (6) months restaurant experience is preferred.
5. Must have basic math skills including addition and subtraction.
6. Must possess the ability to be mobile 100% of the shift including maneuvering through crowded areas. Must be able to work in an unusually noisy environment.

PHYSICAL REQUIREMENTS/WORK ENVIROMENT:

1. Constant hand movements (repetitive motions: grasping, holding, use of finger dexterity).
Required to use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms.
2. Constant walking and standing which may include kneeling, crouching and bending.
3. Occasional pushing/pulling, lifting and/or moving up to thirty (30) pounds.
4. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and depth perception and the ability to adjust and focus.
5. Work is generally performed in a casino setting with a higher noise level and where cigarette smoke is prevalent.
6. Work environment is **NOT** smoke, noise or dust free.

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

