



Busser

Job Description

TITLE OF POSITION: Busser	DEPARTMENT: F&B
REPORTS TO: F&B Manager	DATE: December 29 th , 2015

POSITION SUMMARY:

Exhibit a hospitality mentality. Maintain cleanliness and stock of utility stations. Provide assistance to Food Servers to ensure quality food service to customers on the gaming floor. Follow all casino, department and health department policies and procedures. Perform all duties assigned in accordance with legal regulations and requirements, presenting oneself as an asset to the Hollywood Park Casino and encouraging others to do the same.

MAJOR RESPONSIBILITIES:

- Keep coffee area clean and food set-ups for utility stations.
- Pick-up papers and trash from gaming floor and around customers.
- Ensure a supply of carts set-up and ready for use on the floor at all times.
- Clean carts into bus trays, recycling boxes.
- Bus dirty dishes and flatware to dishwashing area.
- Restock clean dishes and flatware in utility stations.
- Assist food servers and runners exhibiting teamwork.
- Ensures adequate supply of condiments used on the casino floor.
- Report all unsafe work conditions immediately.
- Follows health and safety regulations, specifically, but not limited to, California Health & Safety Code, Division 104, Part 7 – Retail Food.
- Knowledgeable in company and departmental policies and procedures and position procedures.
- Interface and provide excellent customer service to patrons and co-workers.
- Report safety concerns to supervisor immediately.
- Take direction from supervisor.
- Flexibility to change schedule or locations within the casino as required to meet the needs of the department.



- Must function in a team environment.
- Must communicate with co-workers and customers.
- Complete all other duties as assigned by leads, supervisors and upper management.

QUALIFICATIONS, EXPERIENCE, EDUCATION:

- Must be 21 years of age or older to apply.
- Must be able to pass a background check and obtain a casino work permit before entering this position.
- Must have employment eligibility in the U.S
- Must possess a high regard for customer service and Team Member relations.
- Ability to adapt well to the casino environment that involves large numbers of people as well as loud and continuous high noise levels.
- Demonstrates Flexibility – able to change schedule or locations within the casino as required to meet the needs of the departments
- Ability to pass a math test (Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals).
- Must be able to work any shift and any day of the week, including weekends, holidays, and special events.
- Ability to walk and stand for 100% of shift.
- Ability to push, pull, bend, stoop, squat, kneel, climb, reach, twist, and grip throughout a shift.
- Ability to establish and maintain effective working relationships with employees and guests.
- Ability to work under pressure and be detail oriented.