

Job Title: SERVER

LOCATION:	LOS ANGELES, CA	DEPT:	999999
REPORTS TO:	F&B Supervisor		
FLSA STATUS:	Non-exempt		
DATE:	July 31, 2015		

SUMMARY

Present a hospitality mentality and provide quality food service to customers on the gaming floor. Ensure that customers have a pleasant experience while playing and dining at HPC. Follows all casino, department and health department policies and procedures. Performs all duties assigned in accordance with legal regulations and requirements, presenting oneself as a credit to the Hollywood Park Casino and encouraging others to do the same.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Interface and provide first-class 5 star level customer service to all guests and employees. Responsible for ensuring the customer service provided always exceeds the criteria set by the Hollywood Park Casino Company, Inc. Code of Professionalism. Maintain a professional and well-groomed appearance at all times. Possess the ability to understand and follow through on written or verbal instructions; possesses the ability to communicate effectively with all guests and employees. The following are position essential duties and responsibilities. Other additional duties may be assigned, as needed.

- Take food orders from gaming players only.
- Set-up stations.
- Know the assigned section layout including table and seat numbers, (top, middle and bottom).
- Circulate the gaming floor for maximum availability to all customers.
- Respond immediately to either dealer or floor person request for service.
- Operate the point-of-sale (POS) registers.
- Greet all customers with a smile.
- Work closely with porters and runners to foster a team environment.
- Wash hands with water and soap before serving the customers.
- Collect all money or players club coupons for food and beverages served to customers.
- Properly process player's club coupons.
- Obtain proper authorization for credit card sales.
- Obtain proper authorization for complimentary food and beverage service.
- Return unsatisfactory orders to the kitchen or runner with details from the customer.
- Report all unsafe work conditions immediately.
- Follow 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.

PHYSICAL DEMANDS

While performing job duties the employee may be required to possess the ability to walk and stand for 100% of the shift; the ability to push, pull, bend, stoop, squat, kneel, climb, reach, twist, and grip

throughout a shift. Lift and/or move up to 25 pounds.

QUALIFICATIONS

- Must be 21 years of age or older to apply.
- Must be able to pass and obtained a 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.