

# Job Description

**Title:** Side Show Cafe Wait Staff

**Department:** Gaming

**Position Reports to:** Café Manager

**Date Approved:** March 2015

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## I. General Summary

The Wait Staff performs a variety of duties relating to cafe service, including greeting and serving customers, food preparation, stocking counters and maintaining sanitation standards. Main focus of this position is customer service.

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## II. Essential Duties

- Provide customer service in the cafe and on the bingo floor.
  - Maintain cleanliness of the cafe.
  - Preparation of food product for selling.
  - Stock food items and paper goods.
  - Complete any duties assigned by the Shift Manager that enhance customer service or the operation of the organization.
  - Provide clear verbal and written communication in the English language.
  - Perform other duties and responsibilities as assigned.
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## III. Background

- **Supervision** - The position does not include any supervisory responsibilities. At times, must be able to perform duties without supervisor on duty.
  - **Confidentiality** - This position requires high ethical standards, integrity, and discretion in dealing with staff and the financial information of Cafe operations.
  - **Mental Application** - The work performed in this position is primarily governed by established policies and procedures.
  - **Responsibilities** - The position requires organization and thoroughness in project and time management. A commitment to excellent customer service is essential. Must be a self motivator.
  - **Contacts / Internal and Public** - Internal contacts primarily include the management of the earned income division, the staff of Big Top Bingo, and Accounting Department. External contacts include vendors and the general public.
  - **Magnitude and Scope** - The position reports to the Food Service Manager and keeps them informed of all essential information to ensure the profitability of the Cafe.
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## IV. Conditions of Employment

- **Working Conditions** - The position is performed in a non-smoking environment.
  - **Equipment Operations** - Must be able to operate a cash register, telephone, and other necessary Cafe equipment.
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## V. Specifications

- **Qualification** – Must be 16 yrs or older and able to show proof of eligibility to work in the United States.
- **Experience** - Sales or fast food experience helpful. Customer service experience preferred.
- **Abilities.** - Ability to read and write at a level appropriate to taking orders and reading and understanding policy, procedures and labels. Good basic math skills. Ability to understand written and verbal instructions.

Ability to operate the P.O.S. (point of sale register) system required. Accurate money handling skills. Must be able to work independently as well as part of a team. Must be able to perform multiple tasks concurrently.

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**VI. Essential Functions**

Must be able to speak, read, write and understand the English language. Must be able to communicate clearly and listen attentively to customers, staff, vendors and other external sources. Must be able to stoop, bend, move throughout the building serving customers, balance, climb, crouch, kneel, reach, sit, twist, stand and perform extensive or repetitive arm/wrist motions and handling. Must be able to lift and carry five pounds continuously and push/pull twenty five pounds on a consistent basis. May be required to perform diverse physical tasks in order to meet position requirements.

(Clearly Print Name)

**Employee Print Name** \_\_\_\_\_

**Employee Signature** \_\_\_\_\_ **Date** \_\_\_\_\_