

## DOUBLE EAGLE HOTEL & CASINO

**JOB TITLE:** Cocktail Server

### JOB DESCRIPTION

**SUMMARY** To serve beverages to CUSTOMERS as promptly and as **courteously** as possible. To develop, maintain and enhance positive relations with all CUSTOMERS and STAFF MEMBERS. To perform all duties in compliance with safety standards, health standards and the Colorado Limited Gaming Act.

#### **JOB DUTIES AND RESPONSIBILITIES:**

1. Within the realm of the responsibility of the job, maintains a clean and safe work environment. Performs duties in compliance with safety procedures, which includes use of safety equipment. Incumbents are responsible for following safety procedures, identifying unsafe practices or conditions and informing their supervisor or the Safety Committee of unsafe conditions, as directed.
2. Serves beverages to CUSTOMERS as promptly and as courteously as possible. Cocktail Servers will wait on customers at machines and tables throughout the casino.
3. Monitors GUESTS for intoxication, discontinues alcohol sales and informs security, Key on Duty, and immediate supervisor of suspected intoxication. Guests are not to be served more than one alcoholic beverage (1 shot) every twenty minutes not to exceed 3 alcoholic beverages in one hour
4. Gives the best customer service possible to ALL guests on the casino floor.
5. Deliver all drinks promptly and efficiently.
6. **When on the casino floor you should always retrieve dirty glasses and cups, never come back to the bar without a full tray of empty glasses and bottles.**
7. Assist with running change for the casino guests.
8. Make coffee as needed.
9. Clean coffee pots once a week.
10. Keep your workstation stocked with napkins, straws, teas, coffee, etc.
11. Always keep your workstation clean and free of clutter.
12. Always ring in EVERY drink through Micros, including sodas and coffee hourly.
13. Assist bartenders if they are extremely busy.
14. Assist bartenders in cleaning and stocking.
15. Serve Grill Foods and assist with cleaning the tables.
16. Before your shift is over, you need to go through the casino floor and bus and pick up all dirty glasses before you leave. Don't leave the casino floor a mess for the oncoming shift or for the night crew.
17. At the end of your shift, run server reports and check out with the supervisor-bring any cash collected to main cashier cage along with a server report. Bring all closed micro tickets along with the server report to the front desk for night audit.
18. When serving as bartender-all bartender policies shall apply.
19. Performs other duties, including special projects, as needed and directed.
20. Develops, maintains and enhances positive relations with all CUSTOMERS and STAFF MEMBERS.
21. Performs all duties in compliance with the Colorado Limited Gaming Act.

22. Wears and maintains all uniforms. Uniforms must be cleaned and pressed, nametags must be worn at all times, no perfumes worn, hands must be clean and shoes must be clean.
23. All employees are to assist (diplomatically) in the training of new employees to ensure proper customer service.
24. Alerts supervisor of any concerns regarding the quality, selection and variety of all food and beverages.
25. Complies with established security policies and procedures.
26. Performs other duties, including special projects, as needed and directed.
27. Demonstrates a good working knowledge of all Lombards and Grill food and beverage outlets and products. Is able to answer CUSTOMERS questions concerning the same.
28. Communicates and maintains performance standards for interaction with customers. Acts effectively to anticipate, reduce or eliminate complaints from customers.
29. Communicates and cooperates with other departments to ensure best possible GUEST satisfaction.
30. Do not serve a visibly intoxicated guest. If persistence is an issue, seek out your supervisor, or key on duty.
31. If a person does not appear to be 30 years of age or older, you MUST ask for their I.D. It is against the law to serve anyone that does not have proper identification.
32. Is a TEAM PLAYER, performs all duties and responsibilities as a team.
33. Cocktail Servers must work as a team-help fellow cocktail servers when they are backed up.
34. NO COCKTAIL SERVER SHALL GIVE DISCOUNTS OR COMPS FOR ANY REASON. This could result in disciplinary action or termination. If you feel someone should get a comp or discount, contact your supervisor on duty or Food and Beverage Manager. If none are available, contact the Duty Key.
35. All cocktail servers shall report for work on time and be on the floor as per their schedule.
36. It's the responsibility of each cocktail server to clock in and sign in at the beginning and end of each shift. Failure to do so could result in you not getting paid for that day.
37. Responsible for entering all drinks into micros and comping free drinks every hour, remember free drinks go to guests that are actively playing at the bar. If a guest is not engaged in active gaming then they must pay for their beverage. If a guest is on the floor playing and comes to the bar for a drink they must wait for a cocktail server or they will need to pay for their beverage.
38. Accurately makes change in cash drawer for all sales and tips.
39. Properly separates tips from revenue. Tips are not to be kept with bar revenue.
40. Keep in mind that surveillance cameras may be watching at any time to review a bartender's or cocktail server's job performance.
41. Any bartender or cocktail server not complying with the above stated policies will be subject to disciplinary action up to and including termination.
42. It is the employee's responsibility to be aware of the above stated bar policies as well as company policies throughout the casino. If you have any questions regarding these policies and procedures in our company, please see your department manager for clarification.
43. You are responsible for knowing and understanding the Colorado Gaming ICMP's applicable to your department.

44. **UNDERAGE GAMBLING / UNDERAGE DRINKING / CHECKING ID's:** It is your responsibility to ensure no person under the age of twenty-one (21) is consuming any alcoholic beverages, gambling, lingering in a gaming area or sitting in a gaming area. This guideline includes underage and off-duty employees. The best way to assure compliance is to ask for ID. Remember, many people look older than they really are. If anyone looks like they are under thirty-five (35) years of age, you are to ask for their ID. If you have questions about any ID call the Key on Duty. In addition, you will be responsible to attend the annual retraining of Underage Gambling, Alcohol and checking of ID's.

**EDUCATION AND/OR EXPERIENCE:** High School Diploma, or equivalent in education and experience. One (1) or more years of recent and related experience.

**REASONING ABILITY:** Decisions are limited to within the scope of essential duties.

**LICENSES, REGISTRATIONS AND CERTIFICATIONS:** Must be at least twenty-one (21) years of age and hold a valid Colorado Gaming License.

**PHYSICAL DEMANDS:** Essential duties involve performing physical exertion: frequent brisk walking, climbing stairs, stooping, bending, stretching, reaching, kneeling, squatting, walking and crouching/stooping, pushing and standing for an entire work shift, with standard breaks, in order to perform duties. Essential duties involve working in a small, confined area used to obtain food, with floors which may become slippery in the process of preparing food and beverages. Essential duties require lifting trays containing food: and lifting up to 30 pounds to stack, pushing in stools, store or move kitchen, restaurant or general office supplies or equipment. Essential duties involve a flexible workweek with additional hours routinely required. Bar carts are not to be over loaded, maximum load at one time should be no more than 4 buckets of ice, or 6 cases of beer, or 5 cases of water. **DO NOT OVERLOAD** Bar carts. Bar carts are to be pushed at all times; never pulled.

**WORK ENVIRONMENT:** Essential duties involve working in a bar environment which contains loud noise, heavy cigarette smoke and odors.

**MATERIALS AND EQUIPMENT DIRECTLY USED:** Equipment typical of a retail/commercial kitchen, bar and restaurant, including mixers, ovens, refrigerators, knives, spoons, forks, glasses, pitchers, oven mitts, and various cleaning supplies and materials.

**BENEFITS AVAILABLE:** Paid lunch break, 35% discount on employee meals, 50% discount on Ramblin' Express bus tickets, paid vacation (based on hours worked), employee share health insurance with H.S.A. option, full premium vision, dental, accident and other supplemental insurance available for full time employees after 60 days of employment.

**Job description is subject to change.**

