



LOUNGE SERVER - JOB DESCRIPTION

JOB TITLE: Lounge Server

REPORTS TO: F & B Manager

SUMMARY: Servers provide the service delivery system for the lounge area and for beverage service to the gaming floor. Responsible for order taking, accurate cash exchanges, delivery of beverages and food to patrons, providing information and for ensuring that customer requests and complaints are directed to the appropriate area for attention. This is a first contact position, which requires broad general knowledge of all aspects of the facility, the ability to work both as part of a team and with minimum supervision. This is a physically demanding role, requiring long periods spent standing, good coordination and the ability to think on your feet.

RESPONSIBILITIES:

- Receive and enter food and bar orders, pick up orders from kitchen and deliver them promptly to the appropriate area while maintaining consistently high levels of prompt, friendly, knowledgeable service to patrons.
- Utilize the Micros system to keep an accurate and detailed tab for all orders. Take payment and provide change to patrons.
- Maintain accurate cash records and balance cash within the prescribed time limit.
- Maintain the appearance of their assigned stations as well as general maintenance of the Lounge area, ensuring tables are bussed promptly and service stations are kept clutter free.
- Answer basic customer inquiries and provide service assistance and direction to customers regarding the gaming floor.
- Develop and maintain a working knowledge of all current menu items, including preparation times, as well as all upcoming specials and events.
- Consistently monitor quality of product and handle complaints in a courteous, professional and effective manner.
- Adhere to all house, BCLC and Liquor Board rules and policies regarding the serving of alcohol and food
- Attend meetings, training sessions and seminars as required.
- Stock and clean the service area each shift.
- Assist the Food and Beverage Manager with the implementation of promotions and special events.

REQUIRED EXPERIENCE

- Knowledge of Micros POS system.
- Excellent customer service skills and a proven record of exceptional service in the hospitality industry.
- Ability to problem solve and multi-task.
- 6 mo. - 1 year experience in the Food Services or Hospitality industry.
- Ability to work a variety of shifts.
- Comfortable working with a diverse group of people.
- Serving It Right and FoodSafe Level I Certification
- ART Level 1
- Lottery Retailer Training

**PREFERRED EXPERIENCE
/ QUALITIES**

- Good mathematical ability.
- Good physical stamina.
- Cash handling experience an asset.
- Completion of the Superhost Fundamentals Program