

Position Title: Cocktail Server

Department: Casino Service Bars	FLSA Code: Hourly
Number of Positions:	Access Code:
License Type: Casino Employee	Job Code: 3180
Salary Grade: H1	

About the Role

The Cocktail Server reports to the Shift Manager Food & Beverage and is responsible for providing prompt, friendly and efficient cocktail service, to our guests in the casino and/or lounge areas.

Position Responsibilities

- Serves alcoholic & non-alcoholic beverages according to service standards
- Pick up empty glasses and return them to properly assigned area and assist with preparation of drink orders as required
- Maintain a clean, well-stocked and organized service station/area always
- Performing role in an efficient and effective manner
- Anticipating guest needs, answering questions, and resolving concerns
- Understanding each guest is an individual and modifying your approach to meet their desires

Essential Functions

- Endure various physical movements throughout the shift; including bending, lifting, and standing for extended periods of time
- Exposure to casino related environmental factors including but not limited to secondhand smoke, excessive noise, and stress related to servicing customers in a high pressure and fast paced environment
- Must be able to wear and appear to be comfortable in the entire uniform including footwear
- Must be able to carry up to 25lbs throughout extended periods of time

What's Required

- Experience as a cocktail server or willingness an aptitude to learn the role
- Strong guest service skills; including ability to converse with guests
- Positive, personable, and outwardly friendly
- Strong posture, facial expressions, and eye contact
- High energy and ability to perform role in a in a busy, high volume work environment
- Scheduling flexibility; to include nights and weekends
- Ability to effectively communicate in English