



Application Link: [Caesars Entertainment Careers\(oraclecloud.com\)](https://caesarsentertainmentcareers.oraclecloud.com)

SERVICE PERSON (UNION POSITION)

CER Required

#OF OPENINGS: 3

Job Duties

Consistently demonstrates superior customer service skills by displaying outlined service behaviors. Maintains an upbeat and positive attitude, creates positive energy with gestures and sustains enthusiasm from one interaction to the next. Creates an atmosphere of luck and celebrates guest's wins. Is ready to serve and is informed of daily information; builds relationships by greeting guests with a warm, friendly verbal

greeting. Anticipates needs and provides fast, flawless service. Checks for satisfaction and effectively resolves service breakdowns when they exist. Promotes Total Rewards programs and card membership. Provides a warm farewell and thanks guests for visiting.

Greets guest at assigned tables and ensures each guest has a dining room menu; obtains the meal order and gives to kitchen personnel for preparation. Obtains the food when prepared, delivers order to respective guest, and then moves on to service another table. Returns to each assigned table periodically to ascertain whether additional items are desired. When guests have completed their meal, a dessert is suggested and check presented. Requires having a basic knowledge of menu prices and composition of food and beverage menu items, daily specials and proper placing procedures. Responsible for cash and comp check

transactions. Monitors guest consumption of alcohol and intervenes as needed according to guidelines and as outlined in PRIDE certification.

Qualifications:

Open. Ability to carry and balance service tray on shoulder. Must have legible handwriting. Prior waiter/waitress experience preferred. Able to read English and requires basic math skills.

The below applies to all positions;

DISCLAIMER:

"This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, effort or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change (e.g., emergencies, changes in personnel, workload, rush jobs, or technical developments)."