



POSITION DESCRIPTION

POSITION: Hotel Bartender
PROPERTY: Mistequa Casino Hotel
DEPARTMENT: Mistequa Hotel
REPORTS TO: Front House Supervisor

POSITION SUMMARY

The Hotel Bartender is responsible for providing fast, friendly and courteous service while taking drink orders and serving customers. Monitor customer needs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

(These functions are intended as a general illustration of the work performed in this job classification and are not all inclusive for this position)

- Must be willing to work with all regulatory agencies State and Federal.
- Must learn and ensure policies and procedures are being followed per the departments' Internal Controls.
- Must adhere to the Mistequa Casino Hotel Team Member Handbook.
- Must adhere to our SMILE service standards and Core Values by providing excellent guest service. Maintain a positive and productive attitude with guests as well as fellow team members.
- Take beverage orders, accepts payments and gives change when necessary.
- Responsible for the mixing and serving of alcoholic beverages and/or non-alcoholic beverages according to established recipes and procedures. Must have knowledge of common drinks and possible alcohol substitutions.
- Must assess levels of intoxication and handle intoxicated guests.
- Responsible for receiving, issuing and keeping necessary records of liquor and supplies. Maintain inventory control.
- Maintains a neat and clean bar station.
- Assist all kitchen staff when needed.
- Knowledge of the applicable laws and bartenders' responsibilities and rights under it.
- Held accountable for the accuracy and thoroughness of departmental records and reports.
- Must keep items stocked at all times.
- Other duties as assigned.

GENERAL CONDITIONS

Must have ability to:

- Communicate effectively with all levels of team members, customers and outside contacts.
- Work effectively in a fast-paced environment.
- Move around all work areas effectively and efficiently.
- Able to work periodically under conditions of extreme urgency (creating higher levels of job stress).

JOB QUALIFICATIONS

- Must be 21 years of age.
- Excellent Customer Service skills.
- Ability to be a team player.
- Ability to work independently and use good judgment.
- Good math skills.
- Must obtain a food handlers card within 30 days of employment and keep it current.
- Must obtain a Class 12 servers permit and keep it current.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is regularly required to stand or walk for long periods of time. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee is frequently required to lift and carry up to 55 pounds and 100 pounds occasionally.

Specific vision abilities required by this job include close vision, distance vision and color vision.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job the noise level in the work environment is usually moderate to loud.

REGULATORY AND COMPLIANCE RESPONSIBILITIES

In addition to the other duties described herein, every employee has the following responsibilities related to compliance with laws and regulations:

- Must be 18 years of age to obtain and maintain a License D with Spokane Tribal Gaming Commission.
- Attend required training sessions offered by the Casinos.
- Perform the duties described in compliance with local laws and regulations.

- Take the necessary steps to ensure minors are not allowed to gamble or loiter in gambling areas, drink alcoholic beverages, or purchase tobacco.
- Have knowledge of the ordinances, regulations, laws, policies, and procedures relating to the employee's department.
- Consult Internal Control Procedures and Policy Manuals for guidance.
- Report illegal activity to Security or the appropriate levels of Management.