



## POSITION DESCRIPTION

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

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### **POSITION SUMMARY**

The Hotel Barista will greet customers, answer questions, take payments, and prepare and serve food and beverages to hotel guests. Attendant will also be responsible for maintaining a clean workspace, update displays and provide friendly customer service, preparing customers drink orders as needed. Address customer needs and questions in a timely manner.

### **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, i.e., Gaming Commission, 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.
- Selling and preparing coffee, tea blends and utilizing brewing equipment.
- Learning about brewing methods and maintaining quality product and service.
- Taking inventory and replenishing items in display cases and tables.
- Packaging food and beverage items for sale.
- Welcoming customers, informing them of specials or new items, taking orders and payments.
- Assists Breakfast Attendant when needed. Clearing and wiping/sanitizing down tables as needed.
- Adhering to all food safety regulations and quality control.
- Must be able to work shift work, holidays, weekends, and special events.
- Other duties as assigned.

### **GENERAL CONDITIONS**

Must have ability to:

- Communicate effectively with all levels of team members, guests, 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 18 years of age.
- High school diploma or (GED) preferred. Cash handling experience preferred.
- Excellent guest service skills.
- Ability to be a team player.
- Ability to work independently and use good judgment.
- Must obtain a food handlers card within 30 days of employment and keep it current.
- Must obtain a Class 12 (if 21 yrs of age) or Class 13 (if under 21 yrs of age) servers permit and keep it current.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by a team member 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 team member is regularly required to talk or hear. The team member is regularly required to stand or walk for long periods of time. The team member is occasionally required to climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The team member is frequently required to lift and carry up to 25 pounds. 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 a team member 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.

### **REGULATORY AND COMPLIANCE RESPONSIBILITIES**

In addition to the other duties described herein, every team member 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 team member's department.
  - Consult Internal Control Procedures and Policy Manuals for guidance.
  - Report illegal activity to Security or the appropriate levels of Management.