



# MISTEQUA

CASINO HOTEL

2555 Smith Road  
Chewelah WA, 99109  
509-258-9845  
Fax 509-935-6223

## MISTEQUA HOTEL JOB ANNOUNCEMENT

POSITION: HOTEL F&B HOSTESS	STATUS: PART-TIME
REPORTS TO: Hotel F&B Front House Supervisor	SALARY: \$16.28 + tips
DATE OPENED: 4/1/2024	CLOSES: 4/7/2024

### **POSITION SUMMARY**

The Hostess will greet guests, escort guests to tables and present menus or take a reservation. Buss tables and serving food. Will monitor needs of our guests.

### **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.
- Greet and welcome guests as they arrive at the restaurant with a genuine smile and positive attitude. Escort guests to their assigned tables and present menus.
- Manage the flow of guests by taking reservations and assigning tables.
- Learn how to calculate and provide accurate wait times and keep guests informed of the status of their table.
- Communicate with front house staff to ensure a smooth, coordinated and fair seating process to ensure servers are not overwhelmed or underseated.
- Engage with guests, anticipate their needs, and respond promptly to any inquiries or concerns. Maintain knowledge of the menu, daily specials, and restaurant promotions to provide accurate information to guests.
- Handle guest complaints or issues professionally or bring them to the supervisor when necessary.

- Collaborate with the restaurant team to ensure exceptional customer service and satisfaction.
- Bussing tables to keep flow of available seating.
- Assist Bartenders with serving food.
- Maintain a professional and polished appearance, adhering to the restaurant's grooming and dress code standards.
- Uphold high standards of cleanliness and hygiene throughout the restaurant.
- Must be able to work shift work, holidays, weekends, and special events.
- Additional 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.
- Excellent guest service skills.
- Excellent time management and the ability to prioritize tasks.
- Positive attitude and teamwork skills.
- Effective communication, both written and verbal.
- Extreme attention to detail and quality.
- 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. The team member is frequently required to lift and carry up to 55 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 to loud.

## **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.
- 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.

**ALL EMPLOYEES ARE REQUIRED TO SUBMIT TO A PRE-  
EMPLOYMENT DRUG TEST, AND AT RANDOM FOLLOWING  
EMPLOYMENT**

**ALL EMPLOYEES MUST PASS A CRIMINAL BACKGROUND  
INVESTIGATION AND BE ABLE TO OBTAIN A SPOKANE TRIBAL  
GAMING LICENSE**

**THE MISTEQUA CASINO HOTEL RESERVES THE RIGHT TO  
HIRE ACCORDING TO ITS INDIAN PREFERENCE POLICY  
ALL POSITIONS ARE SUBJECT TO A 90 DAY ORIENTATION  
PERIOD**

**APPLICATIONS ARE AVAILABLE AT THE MISTEQUA CASINO  
HOTEL HUMAN RESOURCES DEPARTMENT AND THE PLAYERS  
CLUB**

**FOR INFORMATION CONTACT: CINDY HUNDLEY  
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