

Job Title: Dining Attendant **Department:** 3242
FLSA: Non- Exempt **Status:** Full-time
Reports To: Food Supervisor **Pay Grade:** 4
Benefits: Eligible upon 90-days – PTO/Holidays/Health/Dental/Vision/Life
Retirement: Eligible for enrollment on the first day of hire

SUMMARY

A Dining Attendant welcomes and seats customers, takes orders, delivers orders to seated customers. Ensures customers have an exceptional experience.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Greets guests as they enter the Deli
- Suggests the guests take a seat at a table
- Provides guests with menus and ensures they are seated comfortably
- Explains daily specials
- Takes food order
- Takes drink orders for guests as they wait or directs them to the bar area as necessary
- Delivers drinks and food items to guests
- Keeps the front deli area looking clean and presentable
- Assists in rearranging tables for large parties
- Reports any problems or issues to the Food Supervisor
- Attends staff meetings
- Assists in setting up and cleaning up the deli during opening and closing shifts, respectively
- Daily interaction with the public
- Responsible for providing legendary dining service to all customers in an efficient, courteous and professional manner
- Addresses and resolves customer concerns and complaints
- Touches back with the guest after food is served to ensure they are satisfied
- Thanks, guests, for dining at the deli/casino when they leave
- Working weekends and Holidays are required
- Will assist in making some of the menu items
- Food Prep
- Performs other duties as assigned

SUPERVISION:

- None

EDUCATION and/or EXPERIENCE:

- Prior restaurant service experience helpful but not necessary
- Must be able to perform simple mathematical calculations and count money
- Must be able to use Agilysys POS System and have strong knowledge of the menu

REQUIRED KNOWLEDGE, SKILLS & ABILITIES:

- Promptly show up for scheduled shifts and understands punctuality
- Demonstrates excellent interpersonal and customer services skills
- Skill in observing situations and listening
- Pays close attention to detail
- Ability to effectively communicate
- Exhibits excellent organizational skills
- Maintains professional but friendly demeanor
- Is capable of remaining patient and polite when speaking to frustrated guests

- Skill in dealing courteously with the public and coworkers
- Works well with a team
- Possesses stamina required to remain walking and/or standing for an entire shift
- Demonstrates strong problem-solving skills
- Individual must display a high standard of customer service
- Keep supervisor informed promptly and fully of all problems or unusual matters of significance and take prompt corrective action where necessary. Suggest alternative courses of action
- Have reliable transportation to and from work

PHYSICAL DEMANDS & WORK ENVIRONMENT:

- This position will require physical activity.
- Able to stand walk, and often with little time to sit during an entire 6-8-hour shift
- Must be able to lift/carry 50 pounds at a time
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Must be able to read menu to sight-impaired guests
- Broken glass and slipping are hazards of job
- Bending, stretching, and kneeling
- Walking on wet or slippery floors
- Ability to work flexible hours/shifts including evenings, weekends and holidays required

CERTIFICATES, LICENSES & REGULATIONS:

- SafeServ certification required
- ServSafe certification required
- Cash handling required
- POS training required
- Required to watch Customer Service video annually
- Required to watch Sexual Harassment video annually
- This individual will be required to successfully pass a pre-employment drug test and as a condition of employment will be subject to random drug testing
- It is always the responsibility of the employee to have all documents current and valid

I certify that I have read this job description and understand each one of the requirements for this position, including but not limited to the physical requirements. By signing this document, I certify that I meet all the physical requirements for this job without limitation.

Employee Print & Sign

Date

HR Representative

Date