



Ho-Chunk Nation

Job Description



TITLE: Grill Cashier		JOB CODE: GRCA	
Business		EEO: 8	PAY GRADE: 7
Non-Exempt	Flex	FUNDING SOURCE: NPD	HO-CHUNK PREFERENCE

"All employees are subject to the Drug, Alcohol and Controlled Substance Policy."

All employees will be required to attend orientation or training to attain knowledge of the history, culture, and traditions of the Ho-Chunk Nation – Resolution 08-20-13K.

POSITION OVERVIEW

The Grill Cashier is crucial in ensuring a positive dining experience for our guests. The primary responsibilities include greeting guests and taking orders, plating and serving food, maintaining cleanliness, and contributing to the overall efficiency of our grill operations.

PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES

1. Warmly welcoming guests as they arrive, answering questions, and consistently providing menu recommendations.
2. Efficiently record guest orders, ensure accuracy, and consistently input special requests into the point-of-sale system.
3. Efficiently handle payments, apply discounts, and promote special offers while ensuring guest satisfaction consistently.
4. Handle cash and credit transactions accurately, efficiently, and securely.
5. Responsible for plating guests' orders, ensuring the presentation and accuracy of each order meets standards.
6. Delivers meals to guests' tables promptly, checking for guest satisfaction and addressing concerns.
7. Clearing tables, wiping surfaces, and maintaining a clean and tidy dining area.
8. Maintaining an appropriate inventory of items within the cold case, cooler, and condiment bar.
9. Other duties as assigned.

JOB RESPONSIBILITY

Job Reports to	Grill Shift Leader
Leadership Accountability	Contributing positively to the team atmosphere.
Supervisory Accountability	Assist in training new team members.
Organizational Accountability	Upholding policies and standards.
Financial Accountability	Ensuring efficient use of ingredients and minimizing waste.
Customer Accountability	Providing friendly and efficient service to enhance the guest experience.
Freedom to Act	Receives feedback and direction from the Shift Leader.

MINIMUM QUALIFICATIONS

EDUCATION:

1. A high school diploma or equivalent diploma is preferred.



ESSENTIAL:

1. Prior experience in customer service or a similar role.
2. Excellent communication skills and a friendly demeanor.
3. Ability to multitask and stay organized during busy shifts.
4. Ability to stand for long hours.

EXPERIENCE:

1. Relevant experience in food service or hospitality is preferred but not required.

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Familiarity with menu items and ingredients.
2. Ability to handle guest inquiries and resolve issues professionally.
3. Attention to detail when receiving guest orders and plating dishes.
4. Adaptability to varying guest preferences.

WORKPLACE RESPONSIBILITY

1. Team members must present themselves in a neat, clean, and professional manner.
2. Team members must follow safety and hygiene protocols, report hazards, and maintain a clean and organized workspace.
3. Build positive relationships through effective communication, teamwork, and respectful behavior to enhance the organization's reputation.

WORKING CONDITIONS

1. The Grill Cashier works in a bustling restaurant setting for extended periods, including the kitchen and dining areas.
2. Standing, walking, and interacting with guests are common aspects of this role.
3. The Grill Cashier often works evenings, weekends, holidays, and extended hours when required to align with operational hours.