



# Ho-Chunk Nation

## Job Description



<b>TITLE:</b> Beverage Server		<b>JOB CODE:</b> BVGS	
Business		<b>EEO:</b> 8	<b>PAY GRADE:</b> 3
Non-Exempt	Flex	<b>FUNDING SOURCE:</b> NPD	<b>HO-CHUNK PREFERENCE</b>

*"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**

As a Beverage Server, you will be responsible for providing exceptional service by delivering both alcoholic and non-alcoholic beverages to guests on the casino floor and in the convention center. You will ensure that beverage stations are well-stocked and clean, working closely with Bartenders, Bar Porters, and Beverage Supervisors to maintain smooth operations. Your role is crucial in fostering teamwork and creating memorable customer experiences.

### **PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES**

1. Serve beverages to guests promptly and courteously.
2. Interact with customers, take orders, and provide recommendations based on customer preferences.
3. Maintain cleanliness and organization of the beverage stations, including stocking supplies and cleaning equipment.
4. Ensure all beverage stations are fully stocked with necessary supplies.
5. Verify the identification and age of customers to ensure compliance with legal drinking age requirements.
6. Consistently is aware of guests' consumption, recognizing signs of intoxication, and taking appropriate action to prevent over-service, all in an effort to maintain a safe and enjoyable experience for all guests.
7. Handle cash and credit transactions accurately, efficiently, and securely.
8. Collaborate with Bartenders, Bar Porters, and Beverage Supervisors to ensure efficient service.
9. Assist in inventory management and stock rotation.
10. Adhere to all health and safety regulations, including proper food handling and sanitation practices.
11. Create a welcoming and engaging atmosphere for guests, enhancing their overall experience.
12. Participate in training and development programs to stay updated on new drink recipes and service techniques.
13. Performs end of shift procedures, including sweeping, mopping, wiping down surfaces, disposing of trash and recyclables, and restocking.
14. Other duties as assigned.

### **JOB RESPONSIBILITY**

Job Reports to	Beverage Supervisor
Leadership Accountability	Collaborate with Bartenders, Bar Porters, and Beverage Supervisors, contributing positively to the team atmosphere.
Supervisory Accountability	Assist in training and mentoring new team members.



Organizational Accountability	Upholding policies and standards.
Financial Accountability	Ensuring efficient use of products minimizes waste. Accurately handles transactions and ensure proper billing for all beverages served.
Customer Accountability	Provide exceptional guest service, addressing guest needs and resolving issues promptly.
Freedom to Act	Receives feedback and direction from the Beverage Supervisor.

### **MINIMUM QUALIFICATIONS**

#### **EDUCATION:**

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

#### **ESSENTIAL:**

1. Excellent communication and interpersonal skills, ability to work in a fast-paced environment, and strong attention to detail.
2. Within 14 days of regular employment, successfully complete TIPS, ServSafe Alcohol, or other property-approved responsible beverage course
3. An operator license to sell alcoholic beverages in the municipality of employment is preferred.

#### **EXPERIENCE:**

1. Relevant experience in beverage service is preferred.

### **KNOWLEDGE, SKILLS, ABILITIES REQUIRED**

1. Knowledge of beverage service standards and practices.
2. Strong customer service and interpersonal skills.
3. Ability to work collaboratively in a team environment.
4. Basic math skills for handling transactions.
5. Capacity to work in a fast-paced environment.
6. Ability to stand for extended periods.

### **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 Beverage Server works for extended periods in a fast-paced environment, interacting with team members and guests and being exposed to noise and crowded areas
2. The Bartender often works evenings, weekends, holidays, and extended hours when required to align with operational hours.
3. The Bartender consistently walks and stands for extended periods of time, bends, and carries drink trays.