



VACANCY ANNOUNCEMENT

RECRUITMENT #: 08-027, 08-028

POSITION: BUFFET SERVER (Seasonal)

RESPONSIBLE TO: Front of House Supervisor

SALARY: Grade 1 \$8.03 - \$10.48 Per hour/Full Benefits
Grade 2 \$9.00 - \$11.74 Per hour/Full Benefits

Wage is determined by funding, experience and training level and normally is not above mid-range.

CLASSIFICATION: Non-Management, Hourly, Temporary, Part-Time

SECURITY CLEARANCE: Low

BENEFITS: Not eligible for benefits.

INTRODUCTION

The primary responsibility of the Buffet Server is to prepare the buffet area for customers and provide service to customers in the Buffet area.

MAJOR DUTIES AND RESPONSIBILITIES

1. Responsible for preparing buffet eating area for customers by assembling and cleaning tables and booths, filling salt/pepper shakers, and sugar before buffet opens.
2. Provide courteous and professional customer service to all patrons in an effective and efficient manner, by supplying drinks to customers and clearing tables.
3. Write menu on boards for buffet and lobby.
4. Prepare silverware and napkins.
5. Remove soiled dishes, glasses, and flatware from customer tables in a timely manner.
6. Maintain clean and sanitary tables and work station.
7. Maintain coffee machine, milk dispenser, and soda/juice machines, and keep areas clean.
8. Responsible for draining and wiping down coffee machines inside and out, and taking soda machine and juice nozzles off and soaking in bleach water.
9. Wipe down bussing area, clean under side of counter and wipe down around sink, sweep and mop bussing area and hallway.
10. Ensure that everything is stocked at the end of shift, such as dishes, towels, glasses, cups, silverware, etc.
11. Maintain the organization and cleanliness of the Beverage Storage Room, by sweeping, mopping, and organizing supplies weekly.
12. Responsible for reviewing, following, and completing duties as outlined on the task list.

13. Work as a team player and maintain a courteous and professional attitude at all times in order to insure a smooth and consistent level of efficient customer service.
14. Assist in bussing tables in deli to ensure that the tables are wiped off and the eating area is clean. Assist in the Line preparation as needed and/or requested by the immediate supervisor. Assist in washing dishes as needed and/or requested by the immediate supervisor.

ADDITIONAL DUTIES

1. Adheres to Casino standards for guest service and confidentiality.
2. Refers guest problems or complaints to appropriate supervisors according to Casino policies.
3. Reports and documents any observed or known safety hazard, conditions or unsafe practices and procedures to management immediately
4. Performs other job-related duties as directed.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to read and interpret regulations, safety rules, operating and maintenance instructions and procedure manuals as related to the buffet.
- Ability to function effectively under pressure of time and/or several demands of several tasks at once.
- Ability to stand for long periods of time and to lift up to 50 lbs.
- Ability to speak and communicate in a clear and concise manner in order to provide efficient customer service.
- Skilled in the area of courteous and professional customer service.
- Willingness and ability to work irregular schedules, which includes evenings and weekends.
- Ability to maintain confidentiality of records and information pertinent to the nature of the work.

SUPERVISORY CONTROLS

Work is performed under the direct supervision of the Front of House Supervisor. The supervisor makes assignments involving familiar concepts in terms of objectives. The Buffet Server plans and carries out the successive steps of the work assignments, and independently handles deviations in the work assignments in accordance with instructions, policies, previous training, and/or accepted practices within various established procedures. New assignments are provided in detail, as well as changes in current procedures. Major or new issues are referred to the supervisor who is available for advice and assistance in unusual or unprecedented situations. After initial training, work is performed independently. Work is spot checked for adequacy, timeliness, and compliance with applicable rules, regulations, and policies.

QUALIFICATIONS, EDUCATION AND EXPERIENCE

- High School Diploma or equivalent. **REQUIRED**
- Must be at least eighteen (18) years of age. **REQUIRED**
- One (1) year previous work experience in food service and customer service. **REQUIRED**
- Black non-skid shoes and black pants. **REQUIRED**
- Current Food Handler's certification. **REQUIRED**
- Must be reliable and dependable. **REQUIRED**
- Good communication and interpersonal relationship skills. **REQUIRED**

- Must submit to and clear an Alcohol/Drug Screen. **REQUIRED**
- Must be Licensable by the Klamath Tribes Gaming Regulatory Commission. **REQUIRED**
- Indian Preference will apply.

APPLICATION PROCEDURES

Submit a *Kla-Mo-Ya Casino Application for Employment* with supporting documentation to:

Kla-Mo-Ya Casino
Attention: Human Resources
34333 Hwy. 97 N.
Chiloquin, OR. 97624

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR KLA-MO-YA CASINO POSITIONS.

PLEASE NOTE If requirements are not met (i.e., submission of a resume in lieu of a Kla-Mo-Ya Casino application, or not including required certification, or incomplete application) your application **will not** be reviewed and will be disqualified.

Indian Preference will apply. In accordance with the Kla-Mo-Ya Casino Team Member Handbook, priority selection will be given to the qualified applicants who present proof of eligibility for Indian Preference.

Applications will not be returned.

ACKNOWLEDGEMENT

This job description is intended to provide an overview of the requirements of the position. It is not necessarily all-inclusive and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

SPECIAL REQUIREMENTS

Chosen applicants will be required by the Klamath Tribes Gaming Regulatory Commission, to complete a Personal Disclosure Application, which includes photograph and fingerprints, for a background investigation to determine suitability for a gaming license. Must qualify for a gaming license, and must pay Licensing Fee to the Klamath Tribes Gaming Regulatory Commission prior to working.

Revised: 4/17/08 dp