

HOLLYWOOD PARK CASINO

JOB DESCRIPTION

TITLE OF POSITION:	Coffee Cashier	DEPARTMENT:	F&B
REPORTS TO:	F&B Manager	DATE:	January 2017

POSITION SUMMARY:

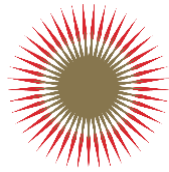
Provides quality service to customers at cashier stations and concession stands. Responsible for cash, credit cards and comp transactions. Responsible for cleanliness of work area during shift. Assists in serving the customers with menu items. Ensure adherence to Health Department standards. Performs all duties assigned in accordance with all applicable legal regulations and requirements, presenting oneself as an asset to the Hollywood Park Casino and encouraging others to do the same.

MAJOR DUTIES AND RESPONSIBILITIES:

- Acknowledges and greets all customers in a friendly manner.
- Prepares coffee & espresso drinks to company standards
- Maintains clean retail area keeping all items stocked and presented neatly
- Works efficiently to ensure orders are filled in a timely manner.
- Maintains a neat appearance in proper in full uniform.
- Performs all other work-related duties as assigned by upper management.
- Accounts for all cash, credit card and comp transactions.
- Maintains par for all products in assigned work area on a FIFO basis
- Completes daily assigned side work duties
- Immediately communicate any point of sales system errors, customer complaints and concerns, and safety concerns to supervisor on duty.
- Assist in maintaining food safety by strictly adhering to Food Safety Handling Guidelines.
- Must effectively communicate with co-workers and customers.
- Attendance and punctuality are essential job functions of this position
- Strictly adhere to all HPC timekeeping rules and procedures.
- Adhere to all department, Human Resources and Safety policies and procedures.
- Adhere to all applicable federal, state and local laws and regulations.

QUALIFICATIONS, EXPERIENCE, EDUCATION:

- Must be 21 years of age or older to apply.
- Must be able to pass a background check and obtain a casino work permit before entering this position.



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- Must have employment eligibility in the U.S
- Must possess a high regard for customer service and Team Member relations.
- Demonstrates basic math skills (Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals).
- Ability to adapt well to the casino environment that involves large numbers of people as well as loud and continuous high noise levels.
- Ability to multi-task, solve problems, understand and follow written and verbal instructions.
- Demonstrate flexibility—must be able to change schedule or locations within the casino as required to meet the needs of the departments
- Must be able to work any shift and any day of the week, including weekends, holidays, and special events.
- Ability to establish and maintain effective working relationships with employees and guests.
- Ability to work under pressure and be detail oriented.
- Duties for this position require moderate physical exertion, such as sitting/walking at will, standing/sitting for long periods, lifting/carrying objects weighing up to 25 lbs., pushing/pulling objects, crouching/kneeling, bending, reaching, kneeling, twisting, close vision, color/depth perception, hearing sounds/communication, and handling/grasping/fingering equipment. Safety precautions must be used at all times to avoid injury to oneself and others.

The above statements are intended to describe the general nature, level of work, and skills being performed by people assigned to this classification. All employees may be required to perform duties outside of their normal responsibilities from time to time, as needed. Furthermore, the above statements may be reviewed, changed and/or modified by management at any time, with or without notice to employees.

Acknowledgement:

I have read, understand, and will abide by the above Job Description. I am capable of fulfilling all of the essential duties and do not need an accommodation.

Print Full Name: _____ Employee ID: _____

Employee Signature: _____ Date: _____