

# HOLLYWOOD PARK CASINO

## JOB DESCRIPTION

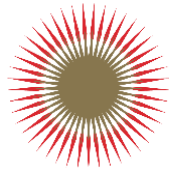
TITLE OF POSITION:	Bartender	DEPARTMENT:	F&B
REPORTS TO:	F&B Manager	DATE:	January 2017
PAY RATE/RANGE:	CA Minimum Wage	PAY TYPE:	Hourly

### POSITION SUMMARY:

To provide quality beverage service to customers promptly and courteously following procedures in accordance to the F&B departmental 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.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Interface and provide first-class 5 star level customer service to all guests and employees by greeting all customers in a friendly manner and providing quality beverage service to all guests.
- Maintain a professional and well-groomed appearance at all times.
- Communicate effectively with all guests and employees and follow through on written or verbal instructions.
- Responsible for the accuracy and accountability of the individual cash bank, credit cards, and comps in POS.
- Work efficiently to ensure all orders are timely filled.
- Follow proper procedures for each drink served, including proper recipe/amount, and proper amount charged.
- Maintain a clean and well-organized work area, including washing of bar glasses, cleaning bar, reach-in-refrigerator and liquor storage areas.
- Check guests for proper identification.
- Stock assigned bar with all necessary products, equipment, & supplies.
- Responsible for completing assigned daily side-work
- Report and if possible correct any unsafe conditions in work area, immediately.
- Follow health and safety regulations, specifically, but not limited to, California Health & Safety Code, Division 104, Part 7 – Retail Food.
- Take direction from and perform all other duties assigned by the supervisor, Manager and upper management.
- Attendance and punctuality are essential job functions of this position
- Strictly adhere to all HPC timekeeping rules and procedures.



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- Adhere to all department, Human Resources and Safety policies and procedures.
- Adhere to all applicable federal, state and local laws and regulations.
- Completes all other duties as assigned by leads, supervisors and upper management.

#### QUALIFICATIONS, EXPERIENCE, EDUCATION

- Must be 21 years of age or older to apply.
- Must be able to pass a background check and obtain a valid work permit before entering this position.
- Must have employment eligibility in the U.S
- Must possess a high regard for customer service and Team Member relations.
- Ability to adapt well to the casino environment that involves large numbers of people as well as loud and continuous high noise levels.
- Possess superior communicational, organizational, and interpersonal skills.
- Ability to multi-task, solve problems, understand and follow written or verbal instructions.
- Demonstrates Flexibility – able to change schedule or locations within the casino as required to meet the needs of the departments
- Demonstrates basic math skills (Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals).
- 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.