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| Title of Position: | Cocktail Server | Department: | F&B |
| Reports To: | F&B Manager | Date: | January 2017 |
| Pay Rate:  | $16.00 | Pay Type:  | Hourly |

**Position Summary:**

Provide beverage service to all customers, promptly and courteously in accordance with the F&B 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:**

* Provide excellent customer service, following the criteria set by the Hollywood Park Casino Company, Inc. Code of Professionalism.
* Always maintain a professional and well-groomed appearance.
* Communicate effectively with all guests and employees and follow through on written or verbal instructions.
* Provide quality beverage service to guests and display knowledge of drink service and bar terminology.
* Acknowledges and greets all customers in a friendly manner, providing quality beverage service to guests.
* Work efficiently to ensure orders are filled in a timely manner.
* Follow proper drink service procedures (proper amount, and proper value).
* Perform all other work-related duties as assigned by the F&B Manager and upper management.
* Check guest for proper identification.
* Monitor alcohol consumption by guests to ensure no overserving.
* Account for all cash, credit card and comp transactions.
* Clear tables of glass ware and empty beer bottles.
* Operate point-of sales register.
* Report safety concerns to supervisor immediately.
* 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 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.
* 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.
* Possess superior communicational, organizational, interpersonal, and computer skills.
* Ability to multi-task, solve problems, understand, and follow written or verbal instructions.
* 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 always be used 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.