



## **POSITION DESCRIPTION**

TITLE: RESTAURANT HOSTESS/CASHIER  
STATUS: NON-EXEMPT  
REPORTS TO: RESTAURANT SUPERVISOR  
SUPERVISES: NONE  
REVISED: 11/2007

### **POSITION SUMMARY**

Under the direction of the Restaurant Supervisor, the Restaurant Hostess/Cashier is responsible for providing prompt and courteous service to customers in accordance with the Casino's high standards of customer service.

### **DUTIES AND RESPONSIBILITIES:**

1. Responsible for all financial transactions, records and reports during their shift.
2. Advises all customers of waiting time and recommended beverage outlets.
3. Provide a welcoming and friendly atmosphere to each and every guest.
4. Assist the casino guests with special requests such as taking to-go food orders, including orders placed by telephone.
5. Receives payment from customers after every meal in a prompt and courteous manner.
6. Answers any customer questions or complaints and directs concerns to appropriate management.
7. Assists in maintaining standards of health, safety, and sanitation.
8. Responsible for keeping the hostess area clean, uncluttered, and stocked with all necessary supplies.
9. Participates as a team member with all other Food and Beverage Staff to produce a smoothly and efficiently run operation that meets the highest standards of customer service.
10. Responsible for adhering to established cash control policies and procedures.
11. Communicates any variances to the Restaurant Supervisor.
12. Informs shift change of unique situations involving guests.
13. Will be held accountable to the highest degree for the accuracy and thoroughness of shift records and reports.
14. All other duties as assigned by immediate supervisor.

### **QUALIFICATIONS:**

1. Must be at least 18 years old with a high school diploma or GED.
2. Possess strong verbal and written communication skills.
3. Excellent customer service skills.
4. Ability to stand for extended periods of time and able to lift 40 lbs.
5. Must have at least one-year experience in the food service industry.
6. Must be able to carry out tasks with limited supervision.
7. Must be experienced and sensitive to working with diverse groups of people.
8. Must have neat and professional appearance.

9. Must have a current food handler's certificate.
10. Must be able to do the essential functions of the job with or without reasonable accommodation.
11. Must be able to obtain and retain gaming license through Cahuilla Tribe Gaming Commission.

## **PHYSICAL REQUIREMENTS/WORKING CONDITIONS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of their job.

While performing the duties of this job, the employee must have the ability to be flexible in adapting to changing demands and volumes of work. Work environment requires significant standing, bending, kneeling, lifting and reaching. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

While performing the essential functions of this position, the employee is occasionally exposed to outdoor weather conditions and required to move about the Casino floor and exposed to a non-smoke free environment.

Cahuilla Casino is committed to a drug and alcohol free workplace. Any job offer is conditional upon successful passing of a pre-employment drug test and must qualify for a Cahuilla Gaming License, which includes an extensive background security check.

If none of the applicants should meet the stated qualifications, applicants whose education and experience are less than the stated requirements, may be interviewed and hired provided the applicant hired submits a formal written training plan within (30) thirty days which can be completed within a "reasonable time" agreed upon by the supervisor and the applicant. Applicants who are hired and fail to meet the agreed upon formal training program, will be discharged upon failure to complete the specified training as so scheduled.

A drug test will be required prior to employment and periodically thereafter.

## **NOTE**

This description incorporates the most typical duties performed. It is recognized that other duties not specifically mentioned may also be performed. The inclusion of these duties would not alter the overall evaluation of the position.

## **LEGAL NOTICE**

Federal Law requires that all applicants be considered without regard to race, religion, color, sex, age, or national origin. The Cahuilla Band of Indians Tribe is an Equal Opportunity Employer, subject to provisions of P.L. 93-638 Indian Preference Act.

**I understand that this position requires me to be able to complete the 90-day Introductory Period in consecutive work days as scheduled.**