

## **POSITION DESCRIPTION**

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**POSITION:** Cocktail Server  
**PROPERTY:** Hard Rock Hotel and Casino Sioux City  
**DEPARTMENT:** Service Bars  
**REPORTS TO:** Beverage Manager

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### **POSITION SUMMARY**

Provide excellent service to all guests while taking and serving beverage orders. Handle all financial transactions accurately. Effectively market the venue during shift. Perform all duties in accordance with Company policies.

### **GENERAL ACCOUNTABILITIES**

1. Market the venue and services offered to a targeted customer base. Perform as in a public relations capacity when promoting the venue.
2. Serve as an Ambassador of the Company while working special/promotional events on property as directed by management.
3. Assist in building and maintaining a personal clientele and developing the Company database.
4. Meet marketing requirements established by management.
5. Greet and welcome all guests in a pleasant and professional manner.
6. Provide timely beverage service in a friendly and courteous manner.
7. Anticipate guest needs and respond appropriately with a sense of urgency.
8. May be required to serve limited menu of food items.
9. Keep assigned areas clean and empty of glasses and bottles.
10. Perform all side-work at assigned station.
11. Constantly look for service opportunities and increase revenue with up-selling techniques.
12. Respond to and resolve guest complaints when able.
13. Answer guest questions and be knowledgeable about property events and attractions.

14. Meet the attendance guidelines of the job and adhere to Departmental, and Company policies.
15. Adhere to uniform requirements.
16. Perform other duties as assigned.

### **WORKING CONDITIONS**

Must be able to:

- Stand for entire shift
- Access service area when picking up beverage orders
- Converse over the telephone in an environment with loud background noise
- Lift and carry 20 pounds
- Stoop, bend and reach
- Write drink orders, prepare drinks and garnish beverage orders
- Acknowledge and respond to visual and aural cues
- Simultaneously handle the demands of many customers
- Tolerate work areas containing second hand smoke, high noise levels and bright lights

### **JOB QUALIFICATIONS**

Minimum one year of previous beverage server experience preferred. Must be able to initiate and engage in conversation in a professional and friendly manner. Must possess excellent guest relations and communication skills. Must be able to effectively communicate in English. Must be self-motivated and possess a positive attitude and entrepreneurial experience or spirit and be willing to learn service philosophy and marketing techniques. Must be able to get along with coworkers and work as a team. Must present a well groomed appearance. Previous experience working in a lounge, nightclub, and/or entertainment venue preferred. Must be at least twenty-one years of age.

### **REGULATORY AND COMPLIANCE RESPONSIBILITIES**

In addition to the other duties described herein, each and every employee has the following responsibilities related to compliance with laws and regulations:

- Attend required training sessions offered by the Hard Rock Hotel and Casino Sioux City.
- Perform the duties described in compliance with local laws and regulations.
- Take the necessary steps to ensure minors are not allowed to gamble or loiter in gambling areas, drink alcoholic beverages, or purchase tobacco.
- Have knowledge of the ordinances, regulations, laws, policies, and procedures relating to the employee's department.
- Consult Internal Control Procedures and Policy Manuals for guidance.
- Report illegal activity to Security or the appropriate levels of Management.