



13767W County Road B
Hayward, WI 54843

Job Description

Job Title: Wait Staff
Department: Food & Beverage
Reports to: FOH Supervisor
Pay Range: Unclassified
Position Type: Key

Basic purpose or function: Wait staff ensures that guests have an enjoyable dining experience by providing a high quality of service. Wait staff work in the front of house taking orders, serving food and drinks, and removing dinnerware from the table in a timely manner. A wait staff member's primary duty is to provide an outstanding service to our guests, take orders, and deliver food and beverages.

Job Responsibilities:

- Preparing the tables, laying out napkins and utensils, making sure the condiments are refilled, performing all other preparation tasks
- Staying updated on current menu choices, specialties and menu deviations, knowing if the kitchen staff is running out of any item
- Handle the table bookings, direct customers to their tables, presenting menus, suggesting dishes, assisting in drink selection, informing customers about food preparation details, communicating specific customer needs to the cooks
- Maintaining proper dining experience, delivering items, fulfilling customer needs, offering desserts and drinks, removing courses, replenishing utensils, refilling glasses
- Issuing guest checks, accepting payments, returning the change
- Ensuring customer satisfaction, inviting customers to return
- Performing basic cleaning tasks as needed or directed by supervisor
- Filling in for absent staff as needed
- Assisting with special events.

Minimum Qualifications:

- High School Diploma or equivalent.
- Minimum of 18 years of age.
- Strong customer service experience with direct guest interface.
- Prior money handling experience and basic math skills a must.
- Must be able to stand long periods of time.
- Must be able to lift 50lbs or more.
- Must be dependable, organized, detail orientated, and accurate.
- Present a clean, neat, and professional image.
- Must be able to work a flexible schedule if needed.
- Excellent oral communication and written communication skills.
- Must complete Title "31" training.
- Must obtain a key gaming license.

Native American preference applies to all candidates for this position.