



Position:
Beverage Ambassador

FLSA:
Non-Exempt

Reports to:
Beverage Manager

POSITION DESCRIPTION:

As a key component of the Traditions Spirits team, this position is responsible for providing information to guests who enter and leave the casino via the WinStar Hotel and enhancing their visit to our facility.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

NOTE: Traditions Spirits, Inc. ® may change the requirements of this job description at any time. These include, but are not limited to the following:

- Greets guests as they enter or depart the casino via the WinStar Hotel entrance in a friendly, upbeat manner.
- Informs guests of the fact that they are not allowed to bring any beverages into the casino from the hotel or take any beverages from the casino into the hotel.
- Provides information to the guests about our restaurants, their menus and locations.
- Knows the layout of the casino and is able to assist guests in finding ATM machines, restrooms, the Poker Room, High Limits, OTB and where the bars and restaurants are located.
- Has a working knowledge of the menu items that are offered at Traditions Spirits' restaurants and is able to suggest items.
- Is available to work from 8 pm until 2 am on Fridays, Saturdays and on other days as necessary to accommodate the concert and special event crowds.
- Is professional in both mannerisms and dress.
- Other projects as requested.

OTHER DUTIES AND RESPONSIBILITIES:

NOTE: These include, but are not limited to the following (additional responsibilities may be assigned as necessary):

- Provide information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person
- Uniforms and/or clothing should always be business professional.
- Create and support an environment based on "Teamwork" by helping a fellow employees or guests without a second thought
- Superior attendance and punctuality
- Attendance in mandatory meetings, training, workshops, and/or seminars
- Adhere to organization policies and procedures

REQUIRED QUALIFICATIONS (INCLUDES EDUCATION, SKILLS AND EXPERIENCE):

- Must be 21 years of age or older
- Excellent oral and written communication
- Mature judgment and professionalism in handling all matters
- Ability to read and understand information and ideas presented in writing
- Excellent organization and problem-solving skills

WORKING CONDITIONS AND PHYSICAL EFFORT:

- Work is normally performed in a typical interior restaurant/bar/casino work environment
- Noise level is moderate to high
- Moderate or high exposure to cigarette smoke when on property
- Limited exposure to physical risk
- Moderate physical effort required

I have read the above position description and can perform the duties and responsibilities described.

Employee Signature

Date

Employee Name Printed