



## Twenty-Nine Palms Enterprises Corporation Job Description



**Job Title:** Cashier/Host/Hostess  
**Department:** Food and Beverage  
**Reports To:** Food Supervisor  
**FLSA Status:** Non-exempt  
**Prepared By:** Sharon Marshall  
**Prepared Date:** May 2, 2013  
**Approved/HR:** Sharon Marshall  
**Approved/GM:** Tom Sedlock  
**Approved Date:**

### **SUMMARY:**

Serve customers dining at Spotlight 29 Casino by performing the following duties.

- Correctly handling cash credit and comp procedures
- Properly completing paperwork
- Guest Service
- Cashier/host (hostess)

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provide outstanding customer service to guests and all other employees by exceeding our mission statement to be the premier entertainment experience in the Coachella Valley and the High Desert.
- Learn and focus on the 5 Core Values and the S.T.A.R.S! Steps of Service.
- Exhibit a professional appearance and maintain a friendly, cheerful and courteous demeanor at all times.
- Perform assigned cashier duties in accordance with Standard Operating Procedures Policies.
- Count and verify all cash exchanges to outlets servers and guests.
- Process guest charges including credit cards, comps, discounts and cash payments.
- Reconcile and complete all required daily reports.
- Make change or exchange for internal customers (team members).
- Assist in the preparation of daily bank deposits.
- Maintain cleanliness and organization of restaurant and work stations.

- Complete all required side work.
- Follow all Spotlight 29 Casino and departmental safety policies and procedures.
- Maintain appearance standards as outlined in departmental and Spotlight 29 Casino policies.
- Provide information and explain Players Club 29 Benefits, property amenities and marketing promotions.
- Provide courteous service and be cordial to all Team Members and Guests.
- Effectively communicate orally and in writing.
- Responsible for maintaining a consistent, regular attendance record.
- Ensure compliance with all Minimum Internal Control Standards (MICS) as well as all Tribal Internal Control Standards (TICS)
- Present a positive image of the Casino to its guests and vendors and to assist them as required.
- Must follow all safety policies and procedures and attend all scheduled safety meetings and training as a condition of employment.
- Perform any other duties that may be assigned from time to time as directed by Management and Supervisors.

**SUPERVISORY RESPONSIBILITIES:**

This job requires no supervisory responsibilities.

**EDUCATION AND EXPERIENCE (MUST BE DOCUMENTED):**

- Must possess high school diploma or equivalent.
- Six months to one year related experience and/or training; or equivalent combination of education and experience.

**CERTIFICATION, LICENSES AND ANY ADDITIONAL REQUIREMENTS:**

- Must pass pre-employment and periodic random drug screens
- Must pass pre-employment physical
- Must be able to pass background suitability investigation
- Must be at least 18 years of age
- Must obtain a current RAAP Servers Card
- Must obtain a current Food Workers Certificate
- Excellent oral communications skills
- Excellent hygiene habits
- Must possess reasonable ability to communicate in English
- Must work well under pressure
- Must be able to stand for longer than 8 hours

- Must obtain a Tribal Gaming License
- Must provide proof of eligibility to work in the United States within 72 hours of employment

**PHYSICAL DEMANDS:**

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. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee must be able to bend, stoop lift, reach, push, pull, twist, stand, walk, crouch, squat, sit, and talk or hear, use hands to finger, handle or feel, reach with hands and arms. The employee must regularly lift and /or move up to 25 pounds and occasionally lift and/or move up to 50 pounds with assistance. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- The Casino is open 24 hours per day, seven (7) days per week; therefore, employee must be flexible to work any and all shifts. (Must be able to work all shifts, weekends, holidays & special events as needed)
- The Casino is a gaming facility.
- The Casino is not a smoke-free environment.
- Be aware that surveillance cameras and audio equipment monitor the premises recording activity throughout the facility on a 24-hour, 7 – day per week basis

**INDIAN PREFERENCE ACT:**

The Twenty Nine Palms Band of Mission Indians has a resolution on file with Human Resources to ensure that Indian Preference will be adhered to in the following order in accordance with IPA:

1. Tribal Members
2. Other Native Americans
3. All other ethnic groups

**I have read and understand all of the elements of the above Cashier/Host/Hostess Job Description.**

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**Signature**

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**Date**