



### **Lounge Server:**

Requires NJ Casino License. Consistently demonstrates superior customer service skills by displaying outlined service behaviors. Maintains an upbeat and positive attitude, creates positive energy with gestures and sustains enthusiasm from one interaction to the next. Creates an atmosphere of luck and celebrates guest's wins. Is ready to serve and is informed of daily information; builds relationships by greeting guests with a warm, friendly verbal greeting. Anticipates needs and provides fast, flawless service. Checks for satisfaction and effectively resolves service breakdowns when they exist. Promotes Caesars Rewards programs and card membership. Provides a warm farewell and thanks guests for visiting.

Works in assigned lounge area and provides fast, friendly, professional beverage and food services to all guests in accordance with departmental standards. Presents the drink order to the bartender and writes check properly while waiting for drinks to be made. Presents the drinks to the guest. Obtains food orders and presents to kitchen personnel for preparation. Obtains food when prepared and presents to guest. Removes dirty dishes, glasses and silverware from table as needed. Presents checks to the guest, accepts payment and gives change when necessary. Provides personal service and uses guest name. Serves as ambassador of goodwill while working and during customer/public relations' functions. Also appears in publicity photos. Works closely with Caesars Rewards Center to promote new card sign up programs. Promotes casino events and programs and has knowledge of tier level. Monitors guest consumption of alcohol and intervenes as needed according to guidelines and as outlined in PRIDE certification. Maintains clean station at all times.

### **EDUCATION/SKILLS/EXPERIENCE:**

Open. Ability to present change correctly and has knowledge of guest charge procedures. Must be familiar with tray service, food menu and cocktail ingredients. Must have completed the PRIDE certification prior to first shift. Excellent customer service/communication skills. Ability to carry tray and stand for long periods.