

## **Position Title: Intern - Food & Beverage**

### **About the Role**

The F&B Intern is responsible for overseeing various outlets and processes daily and making sure all areas are operating efficiently.

### **Position Responsibilities**

- Provide exceptional, enjoyable and safe experience for guests commensurate with the demands and expectations of Ocean Casino Resort
- Assist with booking, managing, and executing all daily reservations and/or rentals.
- Proactively generate new ideas and methods to improve overall customer experience and increase intent to return to the assigned outlet.
- Maintains the cleanliness and physical appearance of assigned venue and surrounding area.
- Prepares weekly schedules and daily timekeeping of team members.
- Participates in the ordering, inventory control and security of perishable and non-perishable product.
- Will learn the organizational structure and culture of Ocean Casino Resort by familiarizing themselves with the operational procedures within the department they are assigned to.
- Will have the ability to prioritize duties when faced with interruptions, distractions, and fluctuating workload.

### **Essential Functions**

- Exposure to casino related environmental factors including but not limited to secondhand smoke, excessive noise and hectic environments.
- Ability to work under pressure in a fast-paced environment with multiple priorities.
- Ability to perform various job duties as related to the department they are assigned to and must have the ability to work effectively as part of a team and individually
- Must be able to stand, sit, bend and twist for an entire shift and be able to move throughout the casino/hotel areas
- Must be able to stand and walk for at least 8 hours per shift
- Must have the manual dexterity to allow for inputting of data into computer software and be capable viewing computer monitors for extended periods of time
- Must be able to lift/push/pull up to 50 pounds
- Must be able to work holidays, weekends, and flexible shift hours
- Must be flexible in scheduling and be required to work over their scheduled shift as business needs warrant

### **What's Required**

- Ability to effectively communicate in English (Read, Write, Speak & Understand).
- Must have basic computer skills, the ability to use standard office equipment, and have effective written and oral communication skills to deliver excellent customer service to guests and co-workers
- Minimum 3 years of customer service experience in a restaurant or related hospitality area.
- Ability to work outside in various weather conditions is required.
- Experience with point-of-sale equipment and/or computers.