



## JOB POSTING

TITLE: F&B Hostess/Cashier (Steakhouse)  
DEPT: Cafe  
PAY: \$12.57/hr (7)

### JOB SUMMARY

**RED RIVER** – Greets and seats and monitors the flow of guests into and out of the outlet. May also be assigned to handling the settlement/payment of guest checks in the outlet.

### MINIMUM QUALIFICATIONS

**REQUIRED** - High school diploma or GED required | At least 21 years of age | 1 year previous customer service experience including money handling |

**ESSENTIAL DUTIES** – All Team Members must embrace and deliver Kiowa’s Guest Service Standards to every Guest on every shift, as outlined in Orientation, the Team Member Handbook, Standard Operating Procedures (SOPs), and any other related training | Consistently ensures an exceptional level of service and satisfaction is achieved throughout the property, exceeding the expectations of external and internal Guests alike in a timely and effective manner | Ensures the outlet environment (a/c, music and lighting) is pleasant for guests | Stays informed of all outlet specials and “86’d” items | Ensures the host stand is neat, clean and well supplied | Stays informed of station assignments | Greets all guests entering the outlet | Seats guests. Assists with the needs of special need guests and ensures accommodations are made | Refers guests to other outlets and/or maintains a stand-by list when outlet is full | Monitors flow of service in the outlet | Assists in resetting tables | Thanks departing guests and invites them to return | Obtains bank from Cage and verifies amount | Ensures all necessary supplies are in place at cashier stand | Ensures cashier stand is neat, clean and orderly | Greets guests as they enter the restaurant or approach the cashier | Maintains paper in point of sale printer | Processes change requests and due-backs | Operates point of sale system as per instructions | Processes cash, traveler’s checks and credit cards | Closes out shift and makes daily drop to cashier | Bus tables, clean spills and equipment as needed | Rotates to other outlets as needed | All other duties as assigned | Must adhere to departmental, organizational, state, and federal safety rules and regulations, applicable processes for safe operation, appropriate Personal Protective Equipment, in addition to any/all related controls for personal welfare and the safety of others |

### IMPORTANT NOTES

- 1) This announcement describes an open position at Kiowa Casino & Hotel, as of the posting date listed below. To be eligible to apply, current Team Members must have performed competently for at least 6 months in their current position. In addition, Team Members receiving corrective action within the previous 6 months may not be eligible for transfer. If you are interested in any posted position, please contact HR for a complete copy of the job description and an application or an internal application, if you are currently employed by Kiowa.
- 2) Native American Preference will apply in accordance with Tribal policies. All applicants must be able to work any shift, holidays, and weekends as scheduled. Current Team Members are also encouraged to submit an updated resume with their internal application. All Team Members must submit an internal application for each interested position. For example, if you have applied for a Floor Supervisor position and one week later Floor Supervisor is posted again, you must fill out another internal application.

STATUS: 1 F/T | POSTED: 12/05/22 | REMOVE: When Filled



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