

Essential Skills Summary – BEVERAGE SERVER

The most important Essential Skills for Beverage Servers are:
Thinking Skills, Oral Communication

Beverage Servers take orders and process payment for soft drinks, coffee and alcoholic beverages from casino clients in the Lounge, Slots and Table Games areas.

Typical Level & Most Complex	How Beverage Servers use Essential Skills
A. READING TEXT	
1-2	Beverage Servers read and follow instructions on the computerized till system. They read and check information on credit card and till receipts.
B. USE OF DOCUMENTS	
1-2	Beverage Servers check the till slips corresponding to various forms of payment. They check the slips against the final computer printout. Slot room servers keep a stock list of items on their carts.
C. WRITING	
1-2	Beverage Servers keep records of sales from their carts. They may (rarely) write incident reports.
D. NUMERACY	
1-2	Beverage Servers total their credit card slips to check them against the final computer printout. They provide their own floats and make change for the clients. When working from a cart, they keep a small stock list.
E. ORAL COMMUNICATION	
1-2	Beverage Servers get most of their information from their manager. They coordinate work with co-workers. They attend to the clients' orders with courtesy and friendliness.
F. THINKING SKILLS	
1	Beverage Servers may deal with moody or disruptive clients (usually refer to the manager). They keep an eye on stock levels. They take large orders according to a systematic plan.
G. WORKING WITH OTHERS	
1	Beverage Servers cover a large area but are dependent on the bartender to supply them with drinks. They refer problems to the bar manager.
H. COMPUTER USE	
2	Beverage Servers use only the computerized system installed on the till.
I. CONTINUOUS LEARNING	
	Beverage Servers learn on the job.
J. OTHER INFORMATION	
	Beverage Servers are on their feet for an eight-hour shift. They balance heavy trays or push carts. They have the customers' likes and preferences always in mind.