



## Menominee Casino Resort

### 2nd Posting

**Position** Food & Beverage Supervisor (Hourly)

**Job Status** Full-Time

**Minimum Age** 21

### Wage

**Date Posted** Tuesday, August 15, 2017 8:00:00 AM

**Date Closed** Monday, August 21, 2017 4:30:00 PM

*FIRST POSTING: OPEN 5 DAYS AND LIMITED TO ANY ENROLLED MENOMINEE TRIBAL MEMBER. SECOND POSTING: OPEN TO THE GENERAL PUBLIC.*

### SUMMARY

Employee is responsible to ensure continuous operation of an assigned Food & Beverage Area in the Hospitality Department. Responsible for employee performances in accordance with department rules, company policy, procedures and gaming regulations, on an assigned shift.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Shall maintain the highest standards of service, health, sanitation, and safety standards for all shift personnel and customers.

Shall be responsible for the supervision of the assigned areas in the Food and Beverage Department.

Responsible for all supervisory functions which includes but not limited to hiring, interviewing, performance appraisals, attendance records, discipline, training, scheduling, pre-shift meetings etc.

Shall oversee Banquet set-ups and schedule servers/wait staff accordingly.

Responsible to be familiar with all banquet sets and that the banquet meeting rooms are set correctly.

Possess working knowledge of Info Genesis the POS System and responsible to ring up all Food & Beverage checks correctly.

Shall monitor the Open Check Report frequently during shift. At the end of shift complete the appropriate paper work to close out shift as a cashier.

Shall be familiar with emergency programming procedures to maintain POS System on line.

Knowledgeable of DEPHI sales and catering system, for reviewing BEO's, Banquet Checks, and Banquet summaries.

Shall maintain required records and reports to include Food & Beverage inventories both monthly and as needed.

Shall coordinate activities with the Hospitality Director, Catering Supervisor & Regional Sales Manager.

Shall promote positive public relations, employee relations and promotions to generate repeat business.

Shall enforce and comply with all Federal, State, Local laws and Internal Controls relating to Hospitality Department and Menominee Casino Resort Policies and Procedures.

Shall be responsible for all aspects of the assigned Food & Beverage Area in the Hospitality Department and ensure that closing duties are completed as necessary.



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Shall perform other duties as assigned.

**SUPERVISORY RESPONSIBILITIES**

Directly supervises all service employees on assigned shift.

Directly supervises all kitchen employees on assigned shift in the absence of Chef or Kitchen Supervisor.

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and monitoring training of employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing Guest complaints and resolving problems.

**QUALIFICATION REQUIREMENTS**

To perform this job successfully, an individual must be able to perform essential duties in their assigned Food & Beverage Area satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Must deal with various situations in a positive manner, and shall possess the ability to react quickly to stressful situations without losing composure. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

High School diploma or GED required.

Associates degree in Hospitality or related field required.

ServSafe certification required within 90 days.

TIPPS training required within 90 days.

Wisconsin Bar Manager's License required within 90 days.

One (1) year supervisory experience in Hospitality or related field required; Preference six 6 months in Food & Beverage Supervision in a high volume operation.

**SPECIAL QUALIFICATIONS**

Must be at least 21 years of age or older.

Must be able to work unusual hours, days, nights, weekends, and holidays.

Strong interpersonal and communication skills required.

Computer skills required for Windows and Microsoft based programs

Must be able to withstand a background check.

Preference given to qualified Menominee or other Native American Applicants.

**LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instruction, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**MATHEMATICAL SKILLS**

Ability to have basic math skills to add and subtract and give out change as a cashier.

Ability to work with mathematical concepts. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

**REASONING ABILITY**

Ability to define problems collects data, establish facts, and draw valid conclusions.



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### **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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the Employee is regularly required to use hands to finger, handle, or feel objects, reach with hands and arms; and talk or hear. The Employee frequently is required to stand and walk.

The employee is frequently required to lift up to 50 lbs. and occasionally required to lift up to 100 lb. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. When on the casino floor, the noise level increases to loud.