MENOMINEE
CASINO RESORT

Menominee Casino Resort

1st Posting

Position Host/Hostess Cashier

Job Status Part-Time

Minimum Age 18

Wage

Date Posted Wednesday, May 24, 2017 8:00:00 AM

Date Closed Wednesday, May 31, 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

Responsible for providing the Customers with a delightful dining experience from the initial reception until the final good-bye in accordance with the Company's high standards of Customer Service.

ESSENTIAL DUTIES AND RESPONSIBILITIES

•Shall promptly and courteously greet guests and make them feel welcome, while at the same time seating guests and presenting menus according to instructions and seating charts.
•Shall select stations in accordance with rotation appropriate to provide good service. In the case of large table seating, the host/hostess will skip a swamped station to allow the waiter/waitress time to "catch up".
•Shall ensure that appropriate "specials" are inserted in menus for luncheon, dinner and/or weekend.
•Shall check dining area constantly ensuring that bus persons are removing soiled dishes rapidly.
•Shall assist bus persons with cleaning or setting a table as needed.
•Shall perform other duties as assigned.
•Shall handle complaints and problems with tact and/or call for the Shift Supervisor or Sous Chef on duty.
•Shall answer telephones and customer inquiries.
•Shall ensure that every party in the dining room pays as they exit the restaurant.
•Cashier shall count bank to ensure accuracy and fill out bank record.
•Cashier shall keep record of all guest checks by servers ensuring that each guest check is accounted for during each shift. Records must be kept for meal tickets, comps. hotel charge, cash and credit cards (etc.).

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Restaurant and cashiering experience is a plus. Shall possess an outgoing, warm, friendly, motivated and energetic personality with proven ability to relate to people. Shall be at least 18 years of age. Shall possess the ability to react quickly to stress situation without losing his/her composure. It is preferred that cashier have money handling skills/experience and handle themselves professionally at all times. Must be able to work unusual hours, days, nights, weekends and holidays. Must be able to withstand a background check. Preference given to qualified Menominee or other Native American applicants. 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. Previous Food Server or hostess cashier experience preferred. Must be able to pass the math test for the position.

SPECIAL QUALIFICATIONS

CRIMINAL BACKGROUND MINIMUM REQUIREMENTS:
No person shall be eligible for employment at Menominee Casino Resort/Thunderbird Complex if they have been convicted, or have a pending unresolved charge of:

•Any crime which would require compliance with the reporting requirements for sex offenders pursuant to Menominee or Wisconsin law; or
•A felony conviction of any kind in the immediately preceding two years.
•A crime of any kind related to gambling in the immediately preceding two years.
•A crime of any kind related to theft, fraud, or misrepresentation in the immediately preceding two years.
•A crime of any kind related to a crime of violence, or involving, or involving domestic violence, or a drug offense involving sale of drugs, or possession with intent to sell drugs during the immediately preceding 2 years.

LANGUAGE SKILLS

Ability to read and comprehend simple instructions, short correspondence, and memos. Good verbal communication skills are required.

MATHEMATICAL SKILLS

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money.

REASONING ABILITY

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

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 stand; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear.

The Employee must frequently lift and/or move up to 25 pounds. 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 to loud.