



**MENOMINEE**  
CASINO RESORT

## Menominee Casino Resort

### 2nd Posting

**Position** Banquet Supervisor

**Job Status** Full-Time

**Minimum Age** 21

**Wage** \$12.65

**Date Posted** Thursday, November 09, 2017 8:00:00 AM

**Date Closed** Wednesday, November 15, 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 ensuring operations of an assigned area. Responsible for employee performances in accordance with department rules, company policy, procedures and gaming regulations, in an assigned shift.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Shall act as cashier when needed.
- Shall be able to supervise all areas within Food and Beverage
- Shall do performance appraisals as requested by Banquet/Café Manager.
- Shall be able oversee Banquet set-ups and schedule wait staff accordingly.
- Shall process recognition/rewards as appropriate as well as disciplinary actions for staff.
- Shall be responsible in concert with Banquet Manager for selecting for hire, training, and separations.
- Shall be responsible for over seeing on-shift training, scheduling, and overall supervision of all shift personnel.
- Will do departmental orientation of all new employees and monitor their training and feedback sessions
- Shall post all new schedules for each week, after they are approved
- Shall check Open Report frequently during shift.
- Shall be familiar with emergency programming procedures to keep POS System on line.
- Shall maintain all required records and reports.
- Shall have pre-shift meetings and post information.
- Shall coordinate activities with Banquet Manager and as appropriate with the Food & Beverage Manager.
- Shall maintain the highest standards of service, health, sanitation, and safety standards for all shift personnel and Guests.
- 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 the Dining Room operations.
- Shall make sure Convention Center Ballroom and Kitchen closing duties are complete.
- Shall ensure all paper work is turned into the Food & Beverage office including: Tip slips, Room Service paper work, shift exchanges
- Shall record all schedule changes on the posted schedules and notify appropriate personnel by the end of Saturday Night.
- Shall control and monitor all labor costs on each shift and help with approving time in the MCR/TB Time and Attendance program
- Shall do Supervisor Reports for each shift to provide feedback and recap the shift. Utilize the pass down log to commutate information to other Supervisors and the staff.
- Insure all duties are completed by the staff before they leave
- Shall perform any other duties as assigned.

### SUPERVISORY RESPONSIBILITIES

Responsible for the daily shift operation of the Convention Center and other areas as assigned.

Responsible for insuring proper coverage for all shifts for assigned areas to ensure superior guest service if provided.

Directly supervises all service employees on assigned shift.



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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 complaints and resolving problems.

**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. Shall have at least six (6) months proven abilities on the current staff and/or previous restaurant experience and proven abilities, which may include management/supervision experience. Must deal with various situations in a positive manner, and shall possess the ability to react quickly to stressful situations without losing composure. Must be at least 21 years of age or older. 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. Associates degree in Hospitality or related field preferred. ServSafe certification required within 90 days. TIPS training required within 90 days. Wisconsin bartender's license required within 90 days. One to two years food service supervisory experience preferred.

**SPECIAL QUALIFICATIONS**

Strong interpersonal and communication skills required.  
Must have a valid Wisconsin driver's license with a good record.  
Serv Safe certificate within 90 days of employment.  
Must have computer skills and can use Windows 2003/07 and Microsoft Excel.

**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 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**

Verifiable ability to work with mathematical concepts. Verifiable 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. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**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.



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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. Must be able to lift 50 lbs on a regular basis and up to 100 lbs occasionally.

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.