



## Menominee Casino Resort

### 2nd Posting

**Position** FIR SUPPORT STAFF

**Job Status** Part-Time

**Minimum Age** 18

**Wage** \$15.00 + Tips

**Date Posted** Tuesday, December 10, 2024 8:00:00 AM

**Date Closed** Until Filled

*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 guests with a delightful dining experience from the initial reception until the final good-by in accordance with MCR/TBC high standards of Guest Service.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Shall promptly and courteously greet guests and make them feel welcome while providing fast efficient service.
- Shall assign all dine in orders with a pager and operate the transmitter.
- Shall accurately calculate guest checks and collect payment at time of ordering.
- Shall expedite orders.
- Shall pre-bus tables when customers are seated. Shall clean/wipe tables when guests leave.
- Shall monitor floor areas to maintain cleanliness.
- Maintain that storage areas are neat, orderly, clean and well stocked to maximum levels prescribed. Shall maintain stock/ensure cleanliness of table condiments.
- Shall clean chairs, glass and vacuum.
- Shall attend mandatory training and meetings when scheduled.
- Shall assist with training when required
- Shall perform other duties as needed.
- Shall handle complaints and problems professionally and/or call the Shift Supervisor or Sous Chef on duty.
- Shall answer telephones and customer inquiries.
- Support Staff shall count bank to ensure accuracy and fill out bank record.
- Support Staff shall keep record of all guest checks by ensuring that each guest check is accounted for during each shift. All records must be kept.
- All gratuities will be pooled and split evenly among FIR Support Staff.

### QUALIFICATION REQUIREMENTS

To perform this job successfully, and 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 be at least 18 years of age. 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. At least six months of previous experience is required. Good verifiable work history necessary. Must be TIPS certified within 90 days of employment.

### SPECIAL QUALIFICATIONS

Strong organizational and interpersonal skills required.



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### 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 instructions, and procedure manuals.

### MATHEMATICAL SKILLS

Basic math skills, including the ability to apply concepts such as fractions, percentages, and proportions to practical situations.

### REASONING ABILITY

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

### 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 hand to finger, handle, or feel objects, reach with hands and arms; and talk to hear. The employee frequently is required to stand and walk.

The employee must regularly lift and/or move up to 100 pounds, frequently lift and/or move up to 50 pounds, and occasionally lift and/or move more than 100 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 loud.