



Menominee Casino Resort

2nd Posting

Position: Hospitality Director

Job Status: Full-Time/Salary

Minimum Age: 21

Wage: *Negotiable based upon education and/or experience*

Date Posted: Tuesday, September 16, 2025 8:00 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

The Director of Hospitality provides overall leadership and direction for all hospitality divisions, including Food & Beverage, Hotel Operations, Conference Sales & Services, Catering Sales, and Banquets. This role is responsible for ensuring operational excellence, financial performance, guest satisfaction, and compliance with applicable tribal, state, and federal regulations. The Director will drive innovation, create strategic growth opportunities, and cultivate a guest-focused culture that reflects tribal values and supports the long-term success of Menominee Casino Resort.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Directly supervise all hospitality department personnel, fostering a positive, accountable, and service-driven culture.
- Develop and implement departmental strategies, policies, and procedures to ensure consistency and efficiency.
- Oversee daily operations of food and beverage outlets, hotel services, catering, banquets, and conference services.
- Ensure compliance with tribal, federal, state, and local regulations, including gaming and alcohol beverage control.
- Promote collaboration across departments to enhance guest experience and property-wide initiatives.
- Develop and manage annual operating budgets and capital improvement plans for all hospitality divisions.
- Monitor financial performance, including P&L statements, labor costs, cost of sales, and controllable expenses.
- Analyze departmental results, prepare monthly and annual reports, and recommend corrective actions where necessary.
- Drive revenue growth through innovative service offerings, upselling programs, and effective cost management.
- Direct and support hotel, conference, and catering sales teams in achieving booking pace, incentive programs, and revenue goals.
- Build partnerships with community organizations, corporate groups, supply vendors, and regional businesses to expand conference and catering business.
- Collaborate with Marketing to develop promotions, packages, and campaigns that drive occupancy, F&B sales, and event bookings.
- Champion a culture of guest-focused service across all hospitality departments.
- Monitor and respond to guest feedback; implement service recovery strategies and continuous improvement initiatives.
- Oversee menu design, food presentation, banquet standards, and special event execution.
- Ensure hospitality offerings remain competitive and aligned with current industry trends.
- Maintain accurate records for departmental operations, payroll, and inventory.
- Oversee purchasing, vendor negotiations, and inventory control in collaboration with Procurement.
- Ensure completion of required audits, reports, and inventories in a timely manner.
- Uphold and enforce all company policies, tribal regulations, and performance standards.



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- Lead, mentor, and evaluate managers and supervisors across hospitality divisions.
- Oversee hiring, training, performance evaluations, promotions, and disciplinary actions in alignment with organizational policies.
- Promote professional development and succession planning for key roles.
- Shall be familiar with general programming of hotel, sales and catering, and restaurant/bar computer systems.
- Responsible for creating, developing and implementing an effective strategy of organization within the Hospitality division, setting objectives for future growth and expansion.
- Shall ensure payroll and tip reports are completed and the tip policy is enforced and being followed.
- Reviews departmental P&L reports, addressing potential conflicts and/or misinformation, and formulates a monthly and annual report that is sent to the General Manager and Asst General Manager on a timely basis.
- Shall make sure all monthly, quarterly and annual inventories are completed and submitted to the finance department.
- Reviews, and approves, as appropriate, all recommendations and suggestions to hire, transfer, suspend, lay off, recall, promote, discharge, evaluate, assign, reward, or discipline in the Hospitality divisions.
- Shall oversee that employee evaluations are completed and approved for all Hospitality personnel.
- Knowledge of and ability to integrate current trends in Hotel, Conference and Event Management
- Attend or conduct all meetings, and/training as required by management.
- Shall perform other duties as assigned.

SUPERVISORY REQUIREMENTS

Carries out supervisory responsibilities, in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, transfers, promotions and training employees; planning, assigning, and directing work; performance appraisals; rewarding and disciplining employees; addressing complaints and resolving all personnel issues.

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. The candidate shall have a pleasant personality and possess the ability to interact with the public. They shall have excellent communication skills oral and written and convey information in a timely manner. They shall have excellent negotiation and strong selling skills. The candidate shall have good organizational and clerical skills. They must be willing to travel with in and out of the marketplace. They must be able to maintain composure and work well in stressful, high-pressure situations including the ability to handle guest complaints and disputes and resolve them with satisfactory results. The candidate shall be trustworthy and of good moral character. They must have experience in hotel, and Food & Beverage operations. They must also have experience in Convention and Catering sales, in a large volume operation. They shall be able to work unusual hours, days, nights, weekends and holidays. They must be able to withstand a background check and be at least 21 years of age or older. They must be able to attain and maintain a gaming license. Must deal with various situations in a positive manner, presents an outstanding professional image and shall possess the ability to react quickly to stressful situations without losing his/her composure. Preference given to qualified Menominee or other Native American applicants.

EDUCATION and/or EXPERIENCE

Required a bachelor's degree in Restaurant or Hospitality management or related area from a four-year college or university and attended a culinary program & graduated in good standing, with six years related experience to include as required a combination of hotel, conference, convention or catering sales, banquet services, restaurant, and bar operations. Have experience in a large volume operation or hotel (5M or more in sales) and 2-4 years' experience as a Food & Beverage Director, Asst Food & Beverage Director, and or Hotel General Manager. Must have a Wisconsin Certified Restaurant Managers License.

SPECIAL QUALIFICATIONS

1. Must be a qualified bartender and be able to obtain a bartender's license within 90 days.
2. Must be able withstand a background check.
3. Must have completed SERVSAFE or another recognized food handling course.
4. Must have Conference/ Convention sales or Catering sales experience



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5. Minimum of Five years' experience in Food & Beverage Management, with progressive supervisory/managerial responsibilities required.
6. Excellent communication, organizational and analytical skills required.
7. Computer skills with Microsoft XP, and/or Windows 2003/07

CRIMINAL BACKGROUND MINIMUM REQUIREMENTS

No person shall be eligible for employment at Menominee Casino Resort/Thunderbird complex if they have been convicted, or have an 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 domestic violence, or a drug offense involving sale of drugs, or possession with intent to sell drugs during the immediately preceding two years.
- "In addition to the minimum criminal background requirements listed above, employee must meet the minimum criminal background requirements necessary to obtain a gaming license as stated in Menominee Tribal Code Chapter 347 and the Tribal Gaming Compact."
- Hiring in a gaming position is contingent upon a criminal background check.

LANGUAGE SKILLS

Ability to read, analyze, and interpret the most complex of documents, such as technical journals, financial reports and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present information to top management, public groups.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals, and work with mathematical concepts such as probability and statistical inference.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draws 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.

While performing the duties of this job, the Employee is regularly required to talk or hear. The Employee is also regularly required to stand; walk; sit; and use hands to finger, handle, or feel objects, tools or controls. The Employee is occasionally required to reach with hands and arms, and to sit; climb or balance; and stoop, kneel, crouch or crawl and able to lift 25 to 35 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. When on the casino floor, the noise level increases to loud.