



## Menominee Casino Resort

### 2nd Posting

**Position:** Banquet Supervisor

**Job Status:** Full-Time

**Minimum Age:** 21

**Wage:** Based on education and/or experience

**Date Posted:** Wednesday, January 14, 2026 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**

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 responsible to supervise all areas within Catering/Food and Beverage
- Shall assist in the execution of banquet events or execute banquet events on own when needed.
- Shall complete performance appraisals.
- Shall be able to oversee Banquet set-ups and schedule wait staff accordingly.
- Shall understand Hotel, Sales, and POS systems.
- Shall be able to create BEO's in the absence of the Sales & Catering Clerk.
- Shall input and complete weekly payroll.
- Shall process recognition/rewards as appropriate as well as disciplinary actions for staff.
- Shall hire, and train staff, as appropriate.
- Shall be responsible for overseeing on-shift training, scheduling, and overall supervision of assigned staff.
- Shall provide departmental orientation of all new employees and monitor their training and feedback sessions.
- Shall develop and 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 online.
- Shall maintain all required records and reports.
- Responsible to complete the payment of catering events and processing advance deposits and final payments for catering events.
- Shall have pre-shift meetings and post event information.
- Shall coordinate activities with current staff.
- Shall maintain the highest standards of service, health, sanitation, and safety 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 ensure Convention Center Ballroom and Kitchen closing duties are complete.
- Shall ensure all paperwork is turned into the Sales & Catering Office including Tip slips and work, shift exchanges.
- Shall record all schedule changes on the posted schedules and notify appropriate personnel.
- Shall control and monitor all labor costs on each shift and help with approving time in the MCR/TC Time &



## Menominee Casino Resort

Attendance program.

- Shall ensure timely and accurate distribution of Banquet Event Orders (BEO's).
- Shall participate in the weekly BEO meeting.
- Shall be responsible for monthly inventory counts for the FOH (alcohol, soda, dry goods).
- Shall be responsible for maintaining the FOH catering equipment, smallware, and glassware inventory.
- Shall do create Supervisor Reports for each shift to provide feedback and recap the shift. Utilize the pass down log to communicate information to other Supervisors and the staff.
- Shall perform any other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

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. Must deal with various situations in a positive manner and shall possess the ability to react quickly to stressful situations in a calm manner. Must be at least 21 years of age or older. Must be able to work unusual hours, days, nights, weekends and holidays. 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.
- Associate's degree in hospitality, Restaurant or related field preferred.
- Six months experience in Banquets, Food & Beverage, Restaurant and or related field.
- One to two years food service supervisory experience preferred.

### **SPECIAL QUALIFICATIONS**

- Strong interpersonal and communication skills required.
- ServSafe certification required within 90 days.
- TIPS training required within 90 days.
- Wisconsin bartender's license required within 90 days.
- Computer skills and knowledge of Windows and Microsoft Excel.
- Wisconsin driver's license with a good record preferred.

### **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.

### **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



## Menominee Casino Resort

employees of organization.

### **MATHEMATICAL SKILLS**

Verifiable ability to work with mathematical concepts. Must be able to add, subtract, and divide.

### **REASONING ABILITY**

Ability to define problems collects 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 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, in ballroom working a concert, or hosting a banquet event, the noise level increases too loud.