
LAC VIEUX DESERT BAND OF LAKE SUPERIOR CHIPPEWA INDIANS

HUMAN RESOURCES
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**JOB DESCRIPTION**

POSTED: JUNE 15, 2017 DEADLINE: UNTIL FILLED

POSITION: Service Supervisor
DEPARTMENT: Food and Beverage
SUPERVISOR: Service Manager
LOCATION: Resort
EMPLOYMENT: Full-Time/Part-Time
PAY RATE: Pay Grade 7 (\$9.25 - \$12.16 per/hr. D.O.E.)

DESCRIPTION:

Supervises and coordinates activities of service personnel to provide fast and courteous service to our guests, this team member carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Must have the abilities to solve practical opportunities and deal with a variety of concrete variables in situations where only limited standardization exists. This position will also be responsible for team member satisfaction along with protecting the integrity of the food and beverage operations.

RESPONSIBILITIES:

- Provide excellent service to guests, internal and external through active guest engagement and positive attitude.
- Greets guests and adjusts complaints of guests to policy.
- Assigns work tasks and coordinates activities of dining room personnel to ensure prompt and courteous service.
- Inspects all service stations for neatness, cleanliness, and requisition table linens and other dining room supplies for tables and serving stations.
- Trains team members in proper service etiquette.

- Schedules work hours and time cards in conjunction with policy and direction of food & Beverage Director
- Helps in preparing beverages and expedites food orders.
- Directs banquet set up and tear down.
- Responsible for guest relations, supervision of all team members.
- Responsible for training team members; planning, assigning, and directing work, appraising performance; rewarding and corrective action with Manger coordination; addressing complaints and resolving problems.
- Must be able to identify and resolve problems in a timely manner; develops alternative solutions.
- Must mentor, train and coach team members.
- Must be able to do every job category with in the restaurants.
- Due to the dynamic Casino Environment from time to time, we require employees to be flexible and assume other responsibilities assigned by management.

While performing the duties of this Job, the Team Member is regularly required to use hands to finger, handle, or feel and talk or hear. The Team member is frequently required to stand; reach with hands and arms and taste or smell. The employee is occasionally to sit, stoop, kneel, crouch, or crawl. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

MINIMUM QUALIFICATIONS:

- Must have a high school diploma or GED equivalent
- One to three months related experience and/or training
- Ability to be ServSafe certified within the first 90 days of employment
- Must pass background checks and other pre-employment screenings.
- Must be able to successfully complete TIPPS training.
- Ability to speak effectively before groups of customers or team members of organization.
- Ability to write routine reports and correspondence along with ability to learn Microsoft applications.
- Ability to manage multiple tasks and work under time limits.
- Must be able to lift and/or move up to 10 lbs. and occasionally lift and/or move up to 25 lbs.
- Must have knowledge of Point of Sale (P.O.S) software.
- Must know or be able to learn Microsoft application's.
- Must be able to receive and maintain a Gaming License.
- Must have can-do attitude along with being able to take direction understanding feedback at times may be given for opportunities.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position.

OUR MISSION

Our Mission is to provide an exceptional and memorable experience to every Guest, every time. Each Team Member will demonstrate a high level of professionalism, provide a safe, clean and entertaining experience for all Guests, internal and external.

Integrity, Service, Professionalism, Value. This is our **PROMISE**.

Date Approved by the Tribal Council: February 21, 2017