



13767W County Road B
Hayward, WI 54843

Job Description

Job Title: Front of House Supervisor
Department: Food & Beverage
Reports to: Director of Food & Beverage
Pay Range: Grade 3
Position Type: Key

Basic purpose or function: The Front of House Supervisor is responsible for providing excellent customer service in the Wigwam and the Buffet. This individual will provide leadership and supervision to Front of House staff, and is considered a leader for the restaurant and staff.

Job Responsibilities:

- Responsible for the delivery of service for Food & Beverage functions.
- Responsible for quality control of items being served.
- Help make orders for food and nonfood items.
- Trains staff member, organizes workloads and directs staff.
- Ensures the interior surrounding areas safe, clean and professional
- Responsible for maintaining supplies and service ware.
- Creates schedules according to functions.
- Provides exceptional customer service to all guests.
- Conducts performance evaluations on subordinates of purposes of job performances, counseling, and/or disciplinary action and other supervisory responsibilities.
- Works with the Food & Beverage Department to coordinate all functions
- Contributes to a team effort and accomplishes related results as required.
- Performs other duties as required.

Minimum Qualifications:

- High School Diploma or equivalent.
- Prior supervisory experience and has proven leadership qualities.
- Minimum of 18 years of age.
- Strong customer service experience with direct guest interface.
- Must be knowledgeable in MS Office, Excel, & Outlook
- Prior money handling experience and basic math skills a must.
- Must be able to stand long periods of time.
- Must be able to lift 50lbs or more.
- Must be dependable, organized, detail orientated, and accurate.
- Present a clean, neat, and professional image.
- Must be able to work a flexible schedule if needed.
- Excellent oral communication and written communication skills.
- Must complete Title "31" training.
- Must obtain a key gaming license.

Physical Demands:

While performing the duties of this job, the employee regularly is required to stand for extended periods: use hands to grasp, handle, or feel: reach with hands and arms: and talk or hear. The employee frequently is required to walk. The employee occasionally is required to sit: and stoop, kneel, crouch, or crawl. The employee must occasionally lift and / or move up to 50 pounds.

Work Environment:

Work is generally performed in a Restaurant and Casino setting with exposure second-hand smoke and a high noise level. Evening and /or weekend work are required. Extended hours and irregular shifts may be required.

Native American preference applies to all candidates for this position.