



## HO-CHUNK NATION

## DEPARTMENT OF PERSONNEL

**POSITION: DINING ROOM SERVICES MANAGER**

DEPARTMENT	JOB CODE	PAY GRADE
BUSINESS/GAMING ESTABLISHMENT	DRMR	10

**SUMMARY:** Responsible to assist with the management of operations which may include staff, inventory control, equipment and supplies. All of which ultimately enhances every interaction for our guests and employees; customer service is our top priority for both internal and external guests.

**DUTIES & RESPONSIBILITIES:**

1. Promotes positive public relations and employee relations. Must maintain confidentiality.
2. Responsible for supervision and overall quality of the restaurant.
3. Maintains highest standards of food and beverage service.
4. Generates repeat business.
5. Responsible for selection, training, scheduling supervision and equitable treatment of all employees.
6. Conducts daily training sessions. Coordinates weekly training.
7. Adjusts staffing requirements according to fluctuation in business volume.
8. Coordinates activities of host persons.
9. Develops promotions and sales contests.
10. Promotes positive customer relations.
11. Knows internal controls, policies, and procedures.
12. Reports to the Director of Food and Beverage operations.
13. Supervises restaurant staff.
14. Maintain and enforce health standards.

**MINIMUM QUALIFICATIONS: (REQUIRED KNOWLEDGE & EXPERIENCE)**

1. College degree or related experience.
2. Minimum 3 years previous Restaurant Management Supervision.

*All employees will be required to attend orientation or training to attain knowledge of the history, culture and traditions of the Ho-Chunk Nation – Resolution 08-20-13K*

*All casino employees will be subject to the Criminal and Background restrictions of the HCN.*

*All employees are subject to the Drug, Alcohol and Controlled Substance Policy.*

EEO: 5

NON-EXEMPT

FLEX

Approved: IPC 07.17.95 Legislature 02.16.99/05.02.99 Resolution 01.08.08A/04.19.11A/B/03.22.16A/12.13.22A