



HO-CHUNK NATION

DEPARTMENT OF PERSONNEL

**POSITION: RESTAURANT BEVERAGE SERVICES SUPERVISOR**

DEPARTMENT	JOB CODE	PAY GRADE
BUSINESS/GAMING ESTABLISHMENT	RBSS	8

SUMMARY: Restaurant service supervisor coordinates all beverage personnel and supervises service persons in order to ensure prompt, efficient service to our guests. 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. Assumes all duties of Restaurant/Beverage Services Manager when absent.
2. Supervises and coordinates all beverage personnel (Beverage Servers, Bartenders and Bar Porter, Counter Servers/Cashiers).
3. Supervises service persons in order to ensure prompt, efficient and courteous service to guests.
4. Completes tip reports and shift reports daily on their shifts.
5. Ensures accountability.
6. Ensure health and safety. Maintain and enforce health standards.
7. Maintains excellent grooming and personal conduct according to specifications.
8. Performs related duties as assigned.
9. Knows Food and Beverage Department Internal Controls, Policies, and Procedures.
10. Promotes positive public and employee relations.

QUALIFICATIONS: (REQUIRED KNOWLEDGE & EXPERIENCE)

1. High school diploma or GED.
2. Minimum 1 year bar management with at least one year supervisor experience.

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

NO FLEX

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