



POSTED: OCTOBER 6, 2020 DEADLINE: UNTIL FILLED

JOB DESCRIPTION

POSITION: **Café Supervisor**

DEPARTMENT: **Food and Beverage**

SUPERVISOR: **Food and Beverage Director**

LOCATION: **Northern Waters Café**

EMPLOYMENT: **Full-Time**

PAYRATE: **Pay Grade 12: \$13.00 - \$17.02/Hour (D.O.E.)**

DESCRIPTION:

Responsible for overseeing the staff and operations of the Northern Waters Café. Ensures team members are engaging customers, taking food orders correctly, making specialty coffee drinks by adhering to recipes, producing food items based on standard recipes, and providing table service when needed. Responsible for promoting consistency and professionalism through training and leading by example.

RESPONSIBILITIES:

- Supervise employees who work in the Café which includes scheduling, training, and following up on disciplinary measures when issues arise.
- Acknowledge and greet customers in a timely manner while monitoring Café staff to do the same.
- Answer the phone within a timely manner, take to-go orders in an accurate manner, and make sure staff is doing the same.
- Accurately use the payment system and accurately handle monies.
- Assist Human Resources and the Food & Beverage Director in assessing hiring needs while participating in recruitment, interviewing, and onboarding.
- Understand all menu items and able to explain them in detail to customers to provide recommendations based on preferences.
- Train team members to ensure they have the skills to promote the menu by ensuring they fully understand all menu options.
- Follow all recipes and consistently produce and provide all food and beverage offerings at the Northern Waters Café, as well as making sure team members are following all recipes consistently.
- May be required to act as host/hostess to seat guests in other venues.
- Provide excellent customer service to guests, internal and external through active guest engagement and positive attitude.

- All employees must be flexible and assume other responsibilities and task as assigned by management and as management deems necessary; this means fulfilling all other job duties as assigned.
- Flexible with scheduling of shifts and willing to work nights, weekends, and holidays.

MINIMUM REQUIRED QUALIFICATIONS:

- High School Diploma or GED.
- 1+ year experience in a customer service or hospitality (hotel/restaurant) setting.
- 1+ year money handling experience.
- Strong mathematical aptitude/skills.
- Must be able to receive and maintain a Gaming License.
- ServSafe certified or be able to be ServSafe certified within first (90) days of employment
- Must be willing and able to pass a background check and other preemployment screenings as requested.

PREFERRED QUALIFICATIONS

- 1+ year experience in supervisory/management position – preferably in a customer service or hospitality setting.
- 1+ year experience in a casino setting.

PHYSICAL REQUIREMENTS:

- Prolonged walking and standing for long periods of time – up to 90% of the time.
- Frequent bending and stopping.
- Ability to lift and carry up to 50 pounds.
- Ability to frequently sit, stoop, kneel, and crouch.
- Ability to work in a smoking environment.

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 if required.

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.

Initial Date of Approval by the Public Enterprise Finance Commission (PEFC): 02/21/2017

Revised: 01/29/2019

Northern Waters Casino Resort

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