
Job Title: **Buffet Shift Supervisor** Department: **Food & Beverage**

Grade: **E 06** Reports To: **Buffet Manager**

Date of Posting: Posting Expires: Shift:

SUMMARY:

Responsible for ensuring operations of the Venue and Associate performances are in accordance with Mille Lacs Corporate Ventures policies, procedures and Gaming regulations, on an assigned shift.

MEETING PERFORMANCE EXPECTATIONS:

To perform this job successfully, an individual must be able to perform **each essential duty** satisfactorily. Responsibilities listed below are representative of the knowledge, skills and/or ability needed to effectively execute this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

ESSENTIAL DUTIES OF THE POSITION:

- Enforces performance standards, policies and procedures as they relate to venue operations; monitors food service staff on the dining floor.
- Ensures smooth and efficient operations on a continual basis.
- Ensures the highest possible standards of guest service and Associate relations are maintained and carried out in a fair and equitable manner.
- Ensures compliance with all health and safety regulations.
- Assists venue manager with scheduling of associates and ensuring correct staffing levels and adjustments in accordance with guest needs and volume levels.
- Monitors job performance of all venue service Associates and provides feedback on same to aid the Associates in developing and enhancing skills.
- Promotes positive input to venue manager concerning operational deficiencies and areas in need of improvement.
- Promotes positive guest relations through prompt, courteous and efficient service.
- Responsible for listening to, evaluating and handling guest complaints in a way that satisfies the guest.
- Knowledge of Mille Lacs Corporate Ventures internal controls, policies and procedures.
- Responsible for maintaining open communication throughout the venue, through daily pre-shift meetings.
- Any and all other duties as assigned.

THE COMPANY REQUIRES EVERY ASSOCIATE TO:

- *Maintain a consistent and regular attendance record.*
- *Encourage mutual respect among associates by setting positive examples consistent with company policies.*
- *Maintain an attitude and philosophy consistent with the company mission, vision and values.*
- *Maintain a professional reputation in the company and community.*

EDUCATION and/or EXPERIENCE:

- Three (3) years of progressive restaurant experience, to include one (1) year of Supervisory/Managerial experience; **or**, two (2) years of progressive Grand Casino restaurant required.
- Serv-Safe Certification preferred (Certification is required within one (1) year of placement).
- Alcohol Awareness Certification (CARE) preferred (Certification is required within one (1) year of placement) if applicable.

SPECIAL QUALIFICATIONS:

- If required, must be able to pass company pre-employment Drug and Alcohol test.
- Must be able to secure license from Gaming Regulatory Authority, and follow all relevant DGR's.
- Mille Lacs Band Member and American Indian preference will be exercised in the hiring process.

LANGUAGE SKILLS:

- Must be able to effectively communicate in one-on-one and small group situations, and to moderate sized gatherings of associates and/or Executives.

MATHEMATICAL SKILLS:

- Must be able to add, subtract, multiply and divide in all units of measure, using whole numbers, percentages, common fractions, and decimals.

REASONING ABILITY:

- Must be able to apply commonsense understanding to a variety of situations, in order to collect data, analyze facts, and determine appropriate response.

PHYSICAL DEMANDS:

While performing the duties of this job, the Associate is regularly required to:

- Talk and hear;
- See and adjust focus to include close, distance, color, depth, and peripheral vision;
- Stand, walk, run, sit, balance, stoop, kneel, climb, crouch and/or crawl;
- Handle objects, tools and controls; reach with arms and hands;
- Lift, push, pull and/or move objects weighing up to one hundred (100) pounds.

WORK ENVIRONMENT:

While performing the duties of this job, the Associate is regularly exposed to:

- A low-to-moderate noise level (offices).
- A moderate-to-loud noise level (operations areas).
- Second-hand cigarette/cigar smoke.
- Moving of mechanical and/or electrical components.
- Chemical solutions such as cleaning, polishing and lubricating compounds.