

JOB DESCRIPTION

POSITION: Banquet Houseperson **POSTING DATE:** 11/27/2017
LOCATION: Resort Division **CLOSING DATE:** Until Filled
WAGE: \$7.50 per hour plus tips (scheduled event)
\$10.00 per hour (non-scheduled event)
This is a dual rate position

40 Hours per week + Shift Differential
Table of Equivalencies Applies

Reports to Sales & Events Manager

Every employee of North Star Mohican Casino Resort is expected to greet and service our customers in a friendly, respectful manner and create a warm, fun atmosphere so that our customers feel welcome and enjoy visiting our establishment. North Star Mohican Casino Resort strives to provide a positive team environment where everyone contributes.

GENERAL RESPONSIBILITIES:

The Banquet Houseman is responsible primarily for assisting in serving, set-up and clean-up of all banquet functions. This is a fast-paced position that will involve constant customer interaction.

STANDARD QUALIFICATIONS:

All employees of North Star Mohican Casino Resort must meet the following qualifications.

1. Must maintain an acceptable departmental attendance record.
2. Must submit and pass a pre-employment drug screening and health screening.
3. Must be able to work weekends, nights and holidays.
4. Must be 18 years of age.

EDUCATIONAL REQUIREMENTS:

1. High School Diploma or GED is preferred. High School Diploma or GED is required if you are 19 years old and under.

DUTIES:

1. Must attend all training provided by the North Star Mohican Casino Resort.
2. Must adhere to all established rules, regulations, procedures, and policies of North Star Mohican Casino Resort and the Food & Beverage Department.
3. Must participate in employee random drug testing program.
4. Must be able to work with a variety of people with diverse personalities.
5. Must attend all meetings, as assigned.
6. Must wear the approved departmental uniform.

7. Must be reliable and prompt when reporting to work.
8. Must maintain compliance with all workplace policies, procedures, ordinances, laws and other communicated expectations, including but not limited to: Employment Manual, gaming Ordinance, State Gaming Compact, Minimum Internal Controls, Department Procedures, memos and other communication from supervisory or regulatory personnel.
9. Responsible for maintenance, and cleanliness of banquet rooms, hallways, storage and service areas.
10. Responsible for setting up, maintaining and breaking down banquet rooms.
11. Ability to follow directions from banquet event orders.
12. Provide prompt, efficient and courteous service to guests.
13. Greet guests positively, treating each person as an individual and in a professional manner.
14. Assist banquet servers.
15. Monitor guest needs on a continual basis ensuring all requests are promptly fulfilled.
16. Ability to carry large and heavy trays on a continuous basis throughout a shift.
17. Responds quickly to requests from guests, supervisors or management in a timely, friendly and efficient manner.
18. Engage guests in conversation and make their experience memorable.
19. Report any guest concerns or complaints to immediate supervisor for resolution.
20. Maintain a safe and clean environment for guests and fellow associates.
21. Maintain proper stock of all product and supplies needed for service in assigned stations.
22. Be knowledgeable of the facility, as location of restrooms and telephones, hours of operations, etc. and be able to efficiently handle guest inquiries.
23. Understand the goals and vision of the organization and demonstrate commitment to those goals in terms of individual and team performance.
24. Reporting missing articles, damage or mechanical problems restaurant/lounge area and equipment.
25. Perform as a team member and assist fellow associates to ensure a smooth operation.
26. Prioritize and handle multiple tasks simultaneously.
27. Complete other duties as assigned.

QUALIFICATIONS:

1. North Star Mohican Casino Resort is looking for a courteous and friendly individual.
2. Must possess good communication skills and possess ability to speak effectively and interact well with the customers and employees.
3. Must have basic math skills including addition and subtraction.
4. Must possess the ability to be mobile 100% of the shift including maneuvering through crowded areas.
5. Must be able to work in an unusually noisy environment.
6. Must have ability to lift, bend, stoop and twist while serving beverages.
7. Must be able to lift up to 75 lbs. on a regular basis.
8. Must have ability to remain calm and professional in a fast-paced environment.

PHYSICAL REQUIREMENTS/WORK ENVIROMENT:

1. Constant hand movements (repetitive motions: grasping, holding, use of finger dexterity).
Required to use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms.
2. Constant walking and standing which may include kneeling, crouching and bending.
3. Occasional pushing/pulling, lifting and/or moving up to seventy-five (75) pounds.
4. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and depth perception and the ability to adjust and focus.

5. Work is generally performed in a casino setting with a higher noise level and where cigarette smoke is prevalent.
6. Work environment is **NOT** smoke, noise or dust free.

SUBMIT APPLICATION TO:

Human Resource Department
North Star Mohican Casino Resort
W12180 County Road A
Bowler, WI 54416 or Email completed application to: maureen.christensen@northstarcasinoresort.com
Fax application to (715)787-4113

THE STOCKBRIDGE-MUNSEE COMMUNITY OPERATES AS AN EQUAL-OPPORTUNITY EMPLOYER; EXCEPT INDIAN PREFERENCE IS GIVEN IN ACCORDANCE WITH THE TRIBAL EMPLOYMENT PREFERENCE ORDINANCE.

WE ARE A DRUG-FREE EMPLOYER. CANDIDATES MUST PASS A DRUG SCREEN AND REMAIN DRUG FREE

Although an interview may be granted, this does not determine that the candidate fully meets the qualifications until it is determined by the interview team.

