



Food & Beverage Supervisor

Temporary, full-time position in Mackinac County, Michigan

D&S North, LLC, d/b/a Mission Point Resort is seeking to employ six (6) people in the position of Food & Beverage Supervisor from April 1, 2019 through November 2, 2019.

Involves ensuring that the highest standards for customer service, food presentation and safety and sanitation are maintained throughout the outlets. This individual will ensure that guests are given correct food orders in a timely manner and will direct his/her team by performing a variety of duties to ensure a consistently clean, orderly and attractive environment within the outlets. Worker will supervise up to 3 subordinates. They will drive high levels of guest satisfaction through the consistent execution of all brand standards, visible operational leadership, and hands-on interaction with guests and associates; lead special projects as developed and approved; supervise, provide advice, support, guidance, and direction to staff; monitor the performance of staff on an ongoing basis, discipline staff as required; review reservations at the beginning of each shift to ensure correct dining room set-up; perform monthly inventories and requisition supplies as needed in collaboration with other departments and managers; assure that all opening/closing checklists are completed and that the restaurant is prepared for the following shift; in the absence of a host, manager or bartender, review reservations, establish a floor chart for smooth seating, and assign server sections; attend Pre-Shift meeting for training standards, event updates, and food and beverage; follow servers check out procedures and account for cash drop and paperwork; ensure locking up of inventory and building when closing down; inform guests of specials and menu changes; up-sell food and beverage items using suggestive selling techniques; answer questions on the regions where food products come from, how food is prepared; describe in detail tastes and textures; answer questions regarding wine list, where the wine comes from, the vintage, and the aromas and flavors of the wines; answer questions about our food, beverages and other restaurant functions and services; take food and beverage orders from guests, enter the accurate order into Point of Sales system; deliver food and beverages from kitchen and bar to guests in a timely manner; monitor and observe guests dining experience; ensure guests are satisfied with the food and service; respond promptly and courteously to any requests; prepare final bill, present check to guest, accept payment, process credit card charges or make change (if applicable); assist during peak business periods and be available to cover sick shifts and meal periods; ensure correct staffing levels during peak and low occupancies; ensure controls of expenditures are kept within budget; ensure and all relevant operating equipment is controlled and sufficient for hotel needs; ensure all staff members are trained per MPR standards; improve problem areas and assist in implementing corrective measures; and perform additional duties as assigned.

A high school diploma and 12 months experience in food and beverage or a related position in a large resort setting is required. Shifts are: 7:00 a.m. to 2:30 p.m. and days of week vary. Business is open 7 days a week. Wages of at least \$15.10 per hour with overtime available at time-and-a-half when applicable. On-the-job-training not available. Raises and bonuses available based on performance. Housing available at \$80.00 per week. Meals available at \$35.00 per week. Neither are a condition of employment, and will be deducted bi-weekly. Employer will make no other deductions from the worker's paycheck except those required by law. Transportation (including meals, and to the extent necessary, lodging) to the place of employment will be provided, or its cost to workers reimbursed, if the worker completes half the employment period. Return transportation will be provided if the worker completes the employment period or is dismissed early by the employer. Equipment/tools/supplies will be provided at no cost. Employer will not provide daily transportation to and from the work site. The employer guarantees to offer work for hours equal to at least three-fourths of the workdays in each 6- or 12-week period of the total employment period. Six (6) job openings.

To apply, please send an email with your resume attached to careers@missionpoint.com or apply at your local Michigan Works office, located in St. Ignace: Michigan Works! 10 North State Street, Saint Ignace, MI 49781; (906) 643-8158 or www.michiganworks.org/about-michigan-works/one-stop-service-centers.

Job Order No. 9539828

Employer: D&S North, LLC, d/b/a Mission Point Resort 6633
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