



POSITION DESCRIPTION

Bay Mills Resort & Casinos

POSITION:	Sacy's Host(ess)	LICENSED:	No
DEPARTMENT:	Food and Beverage Department	GRADE:	9 (\$12.45-18.68)
REPORTS TO:	F&B Supervisor	STATUS:	Non-Exempt

POSITION SUMMARY:

Under the direction of the F&B Supervisor, the Sacy's Host(ess) welcomes and seats all guests of the dining room in a friendly and courteous manner.

ESSENTIAL FUNCTIONS:

1. Provides exemplary customer service by "Exceeding Expectations One Opportunity at a Time".
2. Provide fast and courteous service to all guests of the establishment.
3. Greets guests in a friendly manner, escorts them to tables, and provides menus.
4. Answers and communicates well with people via phone.
5. Wraps and prepares silverware to par level as well as other assigned side work.
6. Ensures that the guests are receiving prompt service at all times.
7. Assists other positions in the restaurant when needed and cooperates well with co-workers.
8. Enters all transactions into POS system.
9. Responsible for learning and following daily policies and procedures for the F&B Department and Bay Mills Resort & Casinos.
10. Must attend all mandatory trainings designated by the Human Resources Department and/or Department Manager.
11. Other duties may be assigned within the scope and complexity of this position's essential functions.

PHYSICAL REQUIREMENTS:

While performing the duties of this job, the employee is regularly required to walk and stand. Requires frequent to continual standing/walking, reaching, bending, and carrying items of up to 25 pounds.

POSITION REQUIREMENTS:

1. Must be at least 14 years of age.
2. Must have a maintained at least a "C" average on last report card required.
3. Previous high volume food service experience desired.
4. Must possess a personable, customer service attitude.
5. Must present a well-groomed, professional appearance.
6. To perform this position successfully, an individual must be able to satisfactorily perform each function listed under the essential functions and physical demands categories of this position description.
7. Must have an excellent past work record, including attendance.

PREFERENCE: Preference will be given to those of Native American descent.

CLOSING DATE: March 20, 2023 @ 4:30 PM

APPLY TO: Send Resume and Application to:

Anna Carrick or Renae Wieczorek
Human Resources Generalists
Bay Mills Human Resources Department
12124 W. Lakeshore Drive
Brimley, MI 49715
(906) 248-8523 or (906)-248-8528

recruitment@baymills.org

Subject: Sacy's Host(ess)

Applications can be found on the Bay Mills website at www.baymills.org under the employment section