



13767W County Road B
Hayward, WI 54843

Job Posting

Job Title: Food & Beverage Lead Supervisor
Department: Food Services
Reports to: Food & Beverage Director
Starting Rate: \$22.55 - \$27.06
Position Type: Key
Opening Date: 10/22/26
Closing Date: Until Filled

Basic purpose or function: To assist the Food & Beverage Director with the daily operation of all food & beverage outlets. This position supervises both the food service and beverage service departments by overseeing training, scheduling, coaching, performance evaluations, and daily operations while ensuring exceptional guest service. This position is also responsible for providing administrative support to the Food & Beverage Director.

Job Duties:

- Supervise beverage and front-of-house food and beverage operations to ensure efficient, consistent, and professional service.
- Lead by example by demonstrating exceptional guest service, teamwork, and accountability.
- Ensure appropriate staffing levels and shift coverage for all food and beverage outlets.
- Prepare, maintain, and submit schedules in a timely manner while monitoring staffing needs and labor costs.
- Perform administrative duties, including maintaining accurate records, completing required documentation including infraction notices, probationary and annual reviews, and meeting established deadlines.
- Ensure all administrative assignments are completed accurately and in a timely manner.
- Monitor daily operations, service quality, and guest satisfaction, addressing concerns and implementing improvements as needed.
- Respond to and resolve guest and team member concerns professionally and effectively.
- Coordinate and facilitate team member department specific training and coaching to ensure consistent service standards.
- Assist with interviewing for all food and beverage outlet positions.
- Assistance with conducting performance evaluations and providing ongoing feedback to support team member development.
- Monitor attendance of all Food & Beverage team members, document coaching discussions, and administer correction action in accordance with company policy.
- Address performance and conduct concerns of the food and beverage team members, document coaching discussions, and administer corrective action in accordance with company policy.
- Recognize and encourage outstanding team member performance.
- Ensure compliance with company policies, departmental procedures, and service standards.
- Monitor opening and closing procedures to ensure all required duties, checklists, and documentation are completed.
- Maintain sanitation, cleanliness, and food safety standards throughout assigned operations.
- Assist with point-of-sale (POS) procedures.
- Communicate operational updates, staffing concerns, and departmental needs to the Food & Beverage Director.

- Demonstrate effective time management, organization, and follow-through in completing assigned responsibilities.
- Perform other duties as assigned.

Job Qualifications:

- High school diploma or equivalent required.
- Minimum of two years of food and beverage experience is preferred.
- Previous leadership or supervisory experience is preferred.
- Strong leadership, communication, organizational, and problem-solving skills.
- Ability to effectively manage multiple responsibilities, prioritize tasks, and meet deadlines.
- Strong administrative skills, including accurate recordkeeping, report preparation, and attention to detail.
- Proficiency in basic computer applications and the ability to learn scheduling, POS, and the company HR/Payroll system for time and attendance.
- Ability to communicate effectively, both verbally and in writing, with guests, team members, and the management team.
- Demonstrate a commitment to exceptional guest service and professionalism.
- Ability to work independently, exercise good judgement, and maintain accountability for assigned responsibilities.
- Ability to coach, motivate, and develop team members while maintaining consistent performance expectations.
- Ability to work a flexible schedule, including nights, weekends, and holidays.
- Able to lift to 50 lbs., with or without reasonable accommodation.
- Must present a clean, neat, and professional image
- Must maintain an operator's/bartender's license
- Must maintain Title "31" compliance.
- Must maintain a Key Gaming License.

Core Competencies:

- Leadership
- Guest Service
- Team Development
- Communication
- Accountability
- Problem Solving
- Organization
- Professionalism

Performance Expectation:

- Deliver exceptional guest service.
- Develop and retain a well-trained team.
- Maintain labor and operational standards.
- Support departmental goals and daily operations.
- Maintain a clean, safe, and efficient work environment.

Native American preference applies to all candidates for this position.

Apply online at:

www.sevenwindscasino.com

Our Team

If you are unable to apply online, submit information to:

Sevenwinds Casino, Lodge & Conference Center
Human Resource Department

13767W County Road B
Hayward, WI 54843

Tina Coss, Human Resources Director
715-634-5643 Ext. 6107

or

Tamara Christman, Training Specialist
715-634-5643 Ext. 6121