



Naval Academy Business Services Division
Job Announcement Number: 24-081
Vacancy Open: November 19, 2024 – December 4, 2024
Area of Consideration: All Qualified Persons
Security Level: Tier 3 – US Citizenship Required

POSITION DETAILS

Retail Dining FOH Supervisor, NF-1101-03

Full Time (35-40 hours weekly, Benefited)

\$23.00-\$26.00/hour

Benefits Eligible: Medical Insurance, Dental Insurance, Life Insurance, Long Term Disability, Health Savings Account, Flexible Spending Account, Retirement, 401K, Vacation and Sick Leave Accrual

Are you the ultimate TEAM player who is ready to lead a team? Come be a part of our Hospitality team at NABSD!

JOB SUMMARY

Our Retail Dining FOH Supervisors get to work in a variety of locations spanning from Catering, to our signature coffee shop 1845, the Alley Restaurant and our outdoor bars for various USNA sporting events. Our Catering team hosts events ranging from Weddings, Memorials, Conferences, Midshipman events, and more. We are looking for highly professional individuals that love to keep moving and provide a welcoming atmosphere for our guests while making their experience on the Yard one to remember.

The Retail Dining FOH (Front of the House) Supervisor supervises day-of a la carte operations, which includes on-site FOH staff, set-up, execution, and tear down of the operation/event. The Retail Dining FOH Supervisor stays in contact with the host (on-site contact) and/or member/guest to ensure the highest guest satisfaction possible. All duties are to be performed in accordance with applicable laws and regulations, as well as NABSD Retail Dining and Hospitality policies, practices and procedures.

DUTIES & RESPONSIBILITIES

Execute day-to-day operations for designated la carte locations according to Retail Dining FOH Manager specification, and location specific SOPs. Execute banquet events according to Banquet Event Order specifications.

Oversee/prepare staff assignments to include set-up, service, tear-down and side work. Confirms all FOH service staff are in proper uniform, presenting a clean and professional image.

Communicate with Managers, kitchen, logistics, and inventory staff to coordinate execution according to specifications. Confirms reservations for The Alley restaurant and Member featured events as needed; Communicates floor plans (setup of tables, chairs, linens, table settings, glassware, etc.) and ensure room preparation is accurate.

Acknowledge, greet, and thank all members and guests, and ensure client satisfaction by communicating with the members/guests throughout the day. Maintains customer satisfaction by investigating and resolving complaints regarding food and beverage quality and/or service. Resolve guest complaints within scope of authority; otherwise refer the matter to appropriate management for resolution.

Maintains ambiance by controlling lighting, background music, linen service, glassware, dinnerware, utensil quality and placement; monitoring customer facing chill boxes, merchandisers, and condiment counters; monitoring food presentation and service. Assist FOH/BOH staff by refilling drinks, delivering food, bussing tables, bar support, barista support, etc.

Settle cash bars, manage revenue, and manage inventory by properly completing banquet post-function reports, bar inventory sheets, and a la carte inventory sheet (in accordance with SOPs) at the conclusion of the event and submit to Catering Account Executive or Inventory Specialist.

Adhere to sanitation, safety and alcohol beverage control policies including confirming legal drinking age and discontinuing service to intoxicated guests. Must understand and be able to train on alcohol awareness procedures such as proper pouring, accountability and proper cut off procedures. Must be C.A.R.E Trained.

Maintains safe, secure, legal, and healthy work environment by following, and enforcing sanitation, quality of food preparation and service standards and procedures; conforming to the regulations of the alcoholic beverage commission.

QUALIFICATIONS & REQUIREMENTS

Applicants who meet the qualification requirements will be further evaluated to determine the extent to which their education, related experience, training, awards, and supervisory appraisal demonstrate they possess the desired knowledge, skills, and abilities (KSAs).

- Must obtain and maintain a security clearance – requires 18 years of age
- Males born after December 31, 1959 must be registered for Selective Service
- Verification of employment eligibility in the United States is required
- One-year probationary period
- U.S. Citizenship is required for Tier 3 Positions

APPLICATION INSTRUCTIONS

A complete online application must be submitted to be considered for a USNA NAF/NABSD position.

Please visit the employment website: <https://www.usnabsd.com/about/careers/>

Applicants may email nabsdjobs@usna.edu if unable to complete the online application.

KNOWLEDGE, SKILLS and ABILITIES (KSAs) for this position are as follows:

****Responses must be included on the KSA portion of the online application****

1. Incumbent must possess a minimum of 1-year experience as a server/bartender in a high-volume restaurant or banquet facility.
2. Exceptional guest service and hospitality skills with knowledge of food and beverage preparation, service standards, guest relations and etiquette.
3. Must be self-motivated, with excellent organizational and communication skills, and attention to detail.
4. Ability to supervise and lead a diverse team with little to no supervision.

EMPLOYMENT PREFERENCES

Explanation of employment preferences is available on the NABSD Website. No preference is given unless requested and documented. Acceptance or declination of a regular position ends ability to claim preference for spouse or Involuntarily Separated (IVS) applicants. To claim a preference, you must attach the following documents with your employment application and request form:

- **Military Spouse:** most current military member's PCS orders, submit spousal request form and write SPOUSAL PREFERENCE on front page of the application – (*Per the CNIC 5300.206b, spouses' preferential consideration for NAF positions at the NF-3 and below*)
- **Veteran:** Page four (4) of the DD-214
- **Involuntary Separated Military Members and Dependents:** page four (4) of the DD-214 or copy of DD-1173 and write "IVS" on front page of the application. IVS preference is approved only if discharge/reentry code matches eligibility list.

Note: Failure to provide the required information may result in loss of consideration for the position and elimination from the selection process. Please be advised that applications received after the closing date listed above will not be considered. Applications and resumes will not be returned to the applicant.

Some positions have special requirements. In these cases, selection is tentative pending satisfactory completion of said requirements. Applicants may be required to provide proof of education, etc. All selections are contingent on obtaining satisfactory employment reference checks.

We are an E-verify participant. Please be informed that applicants will be required to submit a federal government background check. As a condition of employment, the selectee will be required to participate in direct deposit/electronic fund transfer as specified in the negotiated agreement.

Occupants of this position must maintain the privacy of official work information and data, and demonstrate the highest level of ethical conduct.

DON is an EEO employer. All qualified candidates will receive consideration without regard to race, color, religion, sex, national origin, age, disability, marital status, political affiliation, sexual orientation or other non-merit factor.

Reasonable accommodations are provided to applicants with disabilities. If reasonable accommodation is needed for any part of the application and hiring process, please contact the office that is collecting the applications. The decision on granting reasonable accommodations will be on a case by case basis.