



Naval Academy Business Services Division

Job Announcement Number: 25-055a

Vacancy Open: October 30, 2025 – November 18, 2025

Area of Consideration: All Qualified Persons

Must be at least 18 years of age to obtain required security clearance

Security Level: Tier 3 – US Citizenship Required

POSITION DETAILS

Restaurant & Catering FOH Supervisor, NF-1101-03

Full Time (35-40 hours weekly)

\$23.00-\$26.00/hour

Positions Available: 1-2

Benefits include: Medical, Dental, Life, and Long-Term Disability Insurance; Health Savings Account (HSA); Flexible Spending Account (FSA); Automatic Retirement Enrollment, 401(k), Roth 401(k), and 401(k) Loan options; and Paid Vacation and Sick Leave Accrual.

Are you the ultimate TEAM player who is ready to lead a team? Join Naval Academy Hospitality and work with an outstanding group of professionals to support our varied catering events. From weddings, to retirements, class reunions, Midshipmen Events, and conferences, we cover it all! 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. 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. Flexible scheduling is available in support of weekday and weekend events, day and evening shifts, and holidays.

JOB SUMMARY

This position is located in the U. S. Naval Academy's Non-Appropriated Fund Instrumentality (NAFI), Naval Academy Business Services Division (NABSD) Retail Dining and Hospitality Team, Annapolis, Maryland. NAFI is an entity that generates its own funds through its operations, and is not funded by Congress.

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.

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

**** Your application must include narratives for each KSA, using specific examples to demonstrate your qualifications and experience.**

1. Incumbent must meet one of the following requirements: successfully completed five (5) years of education beyond high school; OR possess four (4) years of specialized experience in the catering or hospitality industry; OR have one (1) year of specialized experience equivalent to the GS-5 or NF-3 level in the Federal service. Education in Hotel and Restaurant Management or a closely related field is preferred.
2. Demonstrated ability to lead and supervise a diverse workforce. Experience planning, managing, or supervising catered events is preferred.
3. Proven excellence in customer service and hospitality management; comprehensive knowledge of food and beverage preparation, industry service standards, guest relations, and etiquette.
4. Must be self-motivated and capable of working independently. Strong organizational and communication skills, with a keen attention to detail, are required.

QUALIFICATIONS & CONDITIONS OF EMPLOYMENT

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 secret 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
- Probationary period: Flexible employees are employed based on the needs of the business.
- U.S. Citizenship is required for Tier 3 Positions
- Must be able to understand and communicate in English

APPLICATION INSTRUCTIONS

A complete online application **must** be submitted no later than NOON on the closing date to be considered for a USNA NAF/NABSD position. Please visit the employment website <https://www.usnabsd.com/about/careers/> or email nabsdjobs@usna.edu if you need assistance.

Apply Here: <https://www.usnabsd.com/about/careers/application-for-federal-employment-of-612/>

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:

- **ICTAP (Interagency Career Transition Assistance Plan):** Most recent SF50 (or equivalent) and RIF (Reduction in Force) notice.
- **Military Spouse:** Most current military member's PCS orders, submit spousal request form – (*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

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 Noon on the closing date listed above will not be considered. 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, complete a pre-hire health screening, 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 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, 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.