



JOB DESCRIPTION

Native American Preference will apply in accordance with Tribal policies

JOB TITLE: F&B Manager	Revision Date: July 2014
SUPERVISOR: Director of F&B	DEPARTMENT: Food & Beverage
SUPERVISORY RESPONSIBILITIES: All F&B Non Exempt Team members	

SUMMARY:

Responsible for daily operations and oversight of Food and Beverage outlets, including restaurant, and bar/beverage service. Supervises team members engaged in serving food, and in maintaining cleanliness of food service areas, equipment and furnishings.

KNOWLEDGE AND CERTIFICATION, SKILLS AND ABILITIES

Knowledge and Certification

Required:

- At least 21 years of age
- High school diploma or GED required
- 3 years Food and Beverage experience

OR

- Associate degree in hospitality or related field and 1 year Food and Beverage experience

AND

- 2 years Food and Beverage Lead/Management/Supervisory experience
- Basic knowledge of financial reporting

Skills

Required:

- Good computer skills with experience in word processing, databases, and spreadsheets (ability to demonstrate proficiency)
- Strong project management skills
- Highly organized and ability to adapt quickly to changing priorities
- Excellent written communication skills
- Excellent verbal and interpersonal communication skills
- Accurate and detail-oriented
- Excellent problem solving skills

Abilities

Required:

- Displays leadership qualities and the ability to serve both internal and external customers
- Must be able to manage departmental budget and control labor and expenses
- Ability to maintain high confidentiality
- Ability to independently manage multiple tasks in a professional manner
- Ability to maintain a professional demeanor
- Strong team building abilities
- Strong ability to read and comprehend financial reporting
- Strong ability to train and teach on current Food and Beverage topics and methods
- Basic ability to comprehend food and beverage standards and Benchmarks
- Basic Ability to analyze industry trends and communicate to team members
- Basic ability to coordinate multiple unit facility and provide efficient productivity

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Monitors guest satisfaction regarding food and beverage offerings and communicates data to the Food and Beverage Director.
2. Coordinates the planning and training for each team member in each food and beverage outlet.
3. Develops and maintains assigned outlet budget and monitors the flow of revenue and expenditures.
4. Ensures the compliance of all departments with safety standards and codes.
5. Maintains adherence to all applicable Tribal, Federal, and State Health Department policies and laws for safety, sanitation and food preparation.
6. Assists in monitoring food & beverage costs routinely and implements controls as required.
7. Ensures correct staffing levels according to industry standards that are not exceeded without prior consultation with Food & Beverage Director.
8. Learns Local, State, and Federal gaming laws and regulations, as well as, internal controls, policies, and procedures.
9. Attends all management meetings and other meetings as assigned by the Food and Beverage Director.
10. Conducts regular performance appraisals with team members; identifying areas for development and training needs.
11. Resolves guest complaints in a prompt and courteous manner and keeps Food and Beverage Director advised.
12. Circulate throughout all outlets maintaining a high profile with customers and staff.
13. Assists with hiring, retaining, promoting, performance evaluations, training, disciplining, and terminating employees with concurrence of the Food and Beverage Director, Director of Human Resources and General Manager.
14. Must adhere to the safety rules and regulations of the Running Creek Casino and of the Food and Beverage Department.

PHYSICAL DEMANDS

Must be able to communicate using written, oral, and computer methods. Must be able to walk and stand on feet for long periods of time. Must be able to work in a fast paced environment. Must be able to lift up to 50 lbs.

WORKING ENVIRONMENT

Office, gaming floor and convention center environment including flashing lights, frequent loud noises and cigarette smoke. Extensive computer use. Must handle hazardous materials. Must be flexible with work schedule. Must be willing to work any hours and/or shift, as assigned, according to business needs. Occasionally must deal with angry or hostile individuals. High volume direct public contact.

DISCLAIMER AND CONDITIONS OF EMPLOYMENT

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

All Running Creek Casino employees are responsible to ensure that their designated operations are in compliance with Running Creek Casino policies, MICS, Tribal policies, State compact and Tribal gaming regulations.

Conditions of employment with the Running Creek Casino include passing a pre-employment drug test, a background investigation to secure a gaming license and successfully completing a three-month introductory period. Candidates for this position will be required to have dependable transportation available to them.