

Job Title: Food Manager
FLSA: Non-exempt
Reports To: General Manager
Benefits: Eligible upon 90 days – PTO/Holidays/Health/Optical/Dental/Life
Retirement: Eligible for enrollment on the first day of hire.

Department: Deli
Status: Full-Time
Pay Grade: 10

SUMMARY:

Responsible for managing all Food & Beverage operations under the S & K Gaming umbrella and for delivering an excellent guest experience. The successful candidate will be able to forecast, plan and manage all F&B orders, staff and finance. The goal is to maximize sales and revenue through customer satisfaction and employee engagement. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Responsibilities listed below are representative of the knowledge, skills and/or ability needed to effectively execute this job.

ESSENTIAL DUTIES & RESPONSIBILITIES INCLUDE THE FOLLOWING:

The following is a list of the main duties/responsibilities. However, other duties may be assigned as deemed necessary by reporting senior.

- Manage all F&B and day-to-day operations within budgeted guidelines and to the highest standards to meet financial targets
- Will be a working Manager. The manager will fill in any position to reduce labor costs of the department.
- Orders inventory. Monitor purchase and receiving procedures for products and supplies to ensure proper quantity, quality, and price for all purchases.
- Responsible for the proper accounting and reconciliation of Point of Sale systems and revenues.
- Design exceptional menus, purchase goods and continuously make necessary improvements
- Ensure that all standard operating procedures for revenue and cost control are consistently utilized.
- Ensure that employees adhere to set uniform standards according to policies and procedures.
- Will do menu adjustments when necessary.
- Perform periodic inventory spot checks to ensure assistant and staff is correct on count.
- Maintain health, hygiene and safety standards in the food and beverage outlets.
- Maintains appearance, upkeep and cleanliness of all food and beverage equipment and facilities
- Ensure that cleaning and side work is completed on a daily basis.
- Ensure that specials are understood by servers and are being promoted.
- Ensure that state, federal, tribal, and company regulations are consistently adhered to pertaining to alcoholic beverages and food safety.
- Ensure that all safety, sanitation, energy management, preventative maintenance and other standards are consistently met.
- Implement and monitor consistency of food and beverage policies and procedures.
- Establish targets, KPI's, schedules, policies and procedures
- Develops and approves work schedules and any time off requests.
- Approves payroll for the staff of the Mountain Pine Grill and Waters Bar.
- Preserve excellent levels of internal and external customer service
- Ensure that food and beverage personnel documents, corrective action forms, attendance forms etc are up to date and forwarded to the HR department.
- Identify customers' needs and respond proactively to all of their concerns

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- Lead Food & Beverage team by attracting, recruiting, training and appraising talented personnel
- Ensure staff is delivering exceptional customer service and maintain high food and service standards.
- Provide a two way communication and nurture an ownership environment with emphasis in motivation and teamwork
- Report to management regarding sales results and productivity
- Facilitates the flow of information throughout the organization by presiding over scheduled meetings with the members of the leadership team as assigned.
- Provides support and leadership direction to individuals directly reporting to this position in accordance with the organizational structure.
- Ensures all employees within areas of responsibility receive fair and equitable treatment with regard to their respective terms and conditions of employment.
- Understands and monitors all computerized systems utilized by operational and support departments.
- Other duties as assigned.

EDUCATION and/or EXPERIENCE:

- Bachelor's degree in Business Management/Hospitality Management or related area from a four-year college or university
- Or six to eight years experience and/or training; or an equivalent combination of education and upper level management experience within specific area of responsibility is required.
- Must obtain the Serve Safe Certification within 3 months of hire.

CERTIFICATES/LICENSES & REGULATIONS:

- Safe Serve
- Cash Handling
- POS Training
- ServSafe Certification within 3 months of hire.

SPECIAL QUALIFICATIONS:

- Must have a thorough understanding of health and safety guidelines.
- Must have excellent written and/or verbal communication skills.
- Ability to communicate effectively.
- Exhibit excellent communication skills.
- Demonstrates excellent interpersonal and customer service skills.
- Personnel management experience in a restaurant setting.
- Must have the ability to spot and resolve problems efficiently.
- Ability to diffuse situations involving frustrated customers.
- Experience with effective leadership techniques, delegating multiple tasks, decision-making, and staff development.
- Working knowledge of various computer software programs (MS Office, restaurant management software, POS).
- Must be willing to work flexible schedules including nights, weekends and holidays and fill in for any position.
- A minimum of three (3) years of upper level leadership experience in food and beverage management would be preferable.
- Positive attitude, professional manner and appearance in all situations.

- This individual will be required to successfully pass a pre-employment drug test and as a condition of employment will be subject to random drug testing.

SUPERVISION EXERCISED:

- Deli Dining Attendants
- Deli Cooks

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- The employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear.
- The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- The noise level in the work environment varies from light to moderate.
- Ability to work flexible hours/shifts including evenings, weekends and holidays required.

I certify that I have read this job description and understand each one of the requirements for this position, including but not limited to the physical requirements.

By signing this document, I certify that I meet **all** the physical requirements for this job without limitations.

Employee Print & Sign

Date

HR Representative

Date