

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

Department: 3242
Status: Full-Time
Pay Grade: 11

SUMMARY:

Responsible for managing all restaurant operations at Gray Wolf Peak casino and for delivering an excellent guest experience. The successful candidate will be able to forecast, plan and manage all food 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:

- Will be a working Supervisor and will fill in any position as needed
- Manage restaurant and day-to-day operations within budgeted guidelines and to the highest standards to meet financial targets
- Achieves financial objectives by establishing and monitoring budgets
- Report to management regarding sales results and productivity
- Manages and prepares department financial data to present to GM, CFO, and CEO on a monthly, quarterly, and yearly basis
- Establish targets, KPI's, policies and procedures
- Responsible for proper accounting and reconciliation of Point of Sale (POS) systems and revenues
- Prepares written response to all audit findings and policy violations addressing concerns expeditiously and appropriately, to ensure integrity through accountability
- Implement and monitor consistency of food preparation and service
- Orders inventory
- Monitor purchase and receiving procedures for products and supplies to ensure proper quantity, quality, and price for all purchases
- Design exceptional menus, purchase goods and continuously make necessary improvements
- Maintain high level of customer satisfaction through prompt, efficient and friendly service
- Management of staff to include interviewing, hiring, terminating, operational orientation, promoting, disciplinary actions, evaluating and appraising performance, and staff training and development
- Lead Mountain Pine Grill team by attracting, recruiting, training and appraising talented personnel
- Create a monthly staff schedule according the business needs
- Develops and approves work schedules and approves payroll
- Reviews time off, leave requests and final approval of staff payroll through the company timekeeping system
- Ensure that restaurant personnel documents, corrective action forms, attendance forms etc. are up to date and forwarded to the HR department in a timely manner
- Ensure that employees adhere to department policies and procedures
- Provides support and leadership direction to individuals directly reporting to this position in accordance with the organizational structure

- Ensure that all standard operating procedures for revenue and cost control are consistently utilized
- Perform periodic inventory spot checks to ensure staff is correct on count.
- Maintain health, hygiene and safety standards in the food and beverage outlets for food operations
- Maintains appearance, upkeep and cleanliness of all food and beverage equipment and facilities
- Ensure that cleaning and side work is completed daily
- 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 food safety
- Ensure that all safety, sanitation, energy management, preventative maintenance and other standards are consistently met
- Preserve excellent levels of internal and external customer service
- Identify customers' needs and respond proactively to all their concerns
- 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
- Facilitates the flow of information throughout the organization by presiding over scheduled meetings with the members of the leadership team as assigned
- Ensures all employees within areas of responsibility receive fair and equitable treatment regarding their respective terms and conditions of employment
- Understands and monitors all computerized systems utilized by operations and report to IT any technical issues
- Other duties as assigned

SUPERVISION EXERCISED:

- Dining Attendants
- Cooks

EDUCATION and/or EXPERIENCE:

- Bachelor's degree in Business Management/Hospitality Management 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
- Minimum three (3) years of upper level leadership experience in food and beverage management preferred

REQUIRED KNOWLEDGE, SKILLS & ABILITIES:

- Must have a thorough understanding of health and safety guidelines.
- Must have excellent written and verbal 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).
- Positive attitude, professional manner and appearance in all situations, adheres to uniform policy

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
- Must be willing to work flexible hours/shifts including nights, weekends and holidays required and fill in for any position

CERTIFICATES, LICENSES & REGULATIONS:

- SafeServ certification required
- ServSafe certification required
- Required to watch Customer Service video annually
- Required to watch Sexual Harassment video annually
- Cash handling training required
- POS training required
- 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
- It is always the responsibility of the employee to have all documents current and valid

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