



## Job Description

**Department:** Food and Beverage

**Job Title:** Food & Beverage Manager

**General Definition:** Assists the Director of Food & Beverage in directing and overseeing the activities of the food and beverage department with a focus on quality, service, guest satisfaction, and cost control.

**Supervision Received:** Director of Food & Beverage

**Supervision Exercised:** Food and Beverage Supervisor



### Essential Job Functions:

- Monitors the quality of food and the level of service provided by staff members and ensure the highest quality of food and service is provided.
- Assists in the direction of overall food and beverage operations including, but not limited to, planning, ordering, purchasing, controlling inventory, planning food production and menus, and providing a positive experience for guests.
- Assists in maintaining control over costs, sales, waste, and other such items that affect or may affect the department's financial plan.
- Interviews, hires, and trains employees; plans, assigns, and directs work; completes performance evaluations; creates corrective action; and provides positive feedback; addresses complaints and resolves problems.
- Responds to all customer complaints to ensure that corrections are made if possible and that all efforts are made to ensure the guest has a positive experience.
- Maintains a safe working environment and works to identify unsafe conditions and/or safer methods by which to accomplish tasks.
- Actively participates with staff to cook, prepare, plate and assemble food.

- Exhibits knowledge, understanding, and application of various cooking techniques.
- Maintains a solid knowledge of all food products.
- Manages the day-to-day food and beverage operation at the location scheduled.
- Creates schedules based on business needs for any food and beverage operation as required.
- Writes responses to surveillance observation reports.
- Works with, changes, updates and schedules maintenance for back of house ordering/accounting systems as needed.
- Attends department meetings at all assigned properties.
- Required to be on-call 24/7.
- Performs all other duties as assigned.

### **Minimum Qualifications**

#### **Education:**

- High School Diploma or GED equivalent
- Some college preferred

#### **Knowledge, Skills, and Abilities:**

- Must possess excellent customer service skills, leadership, and communication skills.
- Must possess excellent interpersonal skills.
- Must have basic knowledge and ability to use computers including but not limited to Microsoft Windows and Microsoft Office.
- Must have working knowledge of food production, cost control, and quality control.
- Must be willing to work any day and any shift at any assigned property.
- Must have the ability to use good judgment regardless of the level of intensity of the situation.
- Must understand, practice, observe, and teach safe food handling procedures.
- Must present a neat and professional appearance.
- Must be able to analyze, compile, and compute pertinent data needed for reports.

- Must be able to take charge of the area and work hands-on if required to accommodate business needs.
- Must demonstrate integrity and maintain confidentiality with all guest, employee and proprietary information.
- Must be able to follow all instructions, written and oral.
- Must be able to work in a casino environment where second hand smoke, loud noises and flashing lights are present, when warranted.
- Must be able to push, pull, lift and carry objects weighing up to 50 pounds.
- Must be able to stand or walk for prolonged periods of time.
- Must be able to pull, push, and/or drag up to 150 pounds.

**Training and Experience:**

- Minimum of two (2) years supervisory experience in a food handling operation.
- Minimum of one (1) year of experience in casino or hospitality.

**Licenses/Certifications/Other:**

- Must possess a valid driver's license.
- Must be able to pass a thorough background investigation of criminal and financial history to obtain a Gaming License from the Office of the Delaware Gaming Commission.
- Must be able to complete pre-employment drug test with a negative result.
- Ability to pass an annual Title 31 Exam.
- Must be able to pass an annual A.C.E. training exam.
- Must be able to/or already be certified with Serve Safe.

I hereby acknowledge that I fully understand the job description and requirements.

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Employee Signature

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Date