

## **JOB DESCRIPTION**

**POSITION:** Food and Beverage Manager

**POSTING DATE:** March 9, 2018

**WAGE:** \$50,000 Salaried/Negotiable

**CLOSING DATE:** Until Filled

**Table of Equivalencies Applies  
40 + hours per week**

**Reports directly to: Director of Hospitality  
Location: Resort Division**

Every employee of North Star Mohican Casino Resort is expected to greet and service our customers in a friendly, respectful manner and create a warm, fun atmosphere so that our customers feel welcome and enjoy visiting our establishment. North Star Mohican Casino Resort strives to provide a positive team environment where everyone contributes.

### **GENERAL RESPONSIBILITIES:**

Responsible for control and supervision of food and beverage staff.

### **STANDARD QUALIFICATIONS:**

1. Must be able to obtain and maintain a Mohican Nation Gaming License.
2. Must submit to a Criminal Investigation Background Check (CIB).
3. Must submit to and pass a pre-employment drug screening and health screening.
4. Must be flexible with schedule to work all shifts, weekends and holidays.
5. Must be able to work with a variety of people with diverse personalities.
6. Must have a positive attitude and provide a teamwork structure within the department.
7. Must be willing to enhance self-development and be willing to adapt to change.
8. Must be willing to attend all applicable training.
9. Must have demonstrated ability to maintain a satisfactory working record in any prior and/or current employment.
10. Must be eligible for insurance under the employer's liability insurance.

### **EDUCATIONAL REQUIREMENTS:**

1. High School Diploma or GED is required.
2. An Associate's Degree in Business, Hotel/Restaurant Management or related field or Certificate from an accredited Culinary Arts of Hospitality Program plus 3 years of relevant food and beverage management experience is required.

### **QUALIFICATIONS:**

1. North Star Mohican Casino Resort is looking for a courteous and friendly individual.
2. Three (3) years of working supervisory experience in high volume, multi-department food and beverage operation is required.
3. Must be at least 21 years of age.
4. Must have experience in multi-venue high volume restaurant and bar experience within the hotel/casino resort industry.

5. Must be able to work during high volume high peak times based on organizational need.
6. Must have extensive knowledge and experience with Point of Sales (POS) systems.
7. Must have knowledge and experience with liquor dispensing systems.
8. Must possess excellent communication and leadership skills and possess ability to speak effectively and interact well with the guests and employees.
9. Must be proficient in Windows, Excel, Word and other computer software.
10. Must have basic math skills including addition, subtraction, multiplication, division, fractions, and percentages.
11. Previous cash handling experience is required.
12. Knowledge of contractual agreements between two or more parties for goods and services.
13. Ability to design and implement structured thought.
14. Ability to maintain positive and effective working relationships between departments and employees.
15. Understanding and knowledge of a 24 hour/7 day a week operation.
16. Excellent organizational, communication and interpersonal skills.
17. Skills in identifying and resolving administrative problems under pressure conditions.
18. Must have a food handler's permit and TIPS/Responsible Beverage Service certified.
19. Must have ability to remain calm and professional in a fast-paced environment.
20. Must be able to work in an area that is unusually hot, cold, and noisy.
21. Must have demonstrated ability to maintain satisfactory working record in any prior or current employment.

**DUTIES:**

1. Oversee proper meal production and guest service execution.
2. Ensure that customers are served in a courteous, timely manner to achieve the required ticket times and help increase customer satisfaction and sales volume.
3. Supervise the overall quality of housekeeping and sanitation to ensure the proper standards of cleanliness are maintained.
4. Responsible for inventory of food, beverage, chemicals, china, glass and small wares.
5. Maintain payroll control for production personnel, service staff and sanitation workers.
6. Serve as Manager on Duty in the absence of the Director of Hospitality.
7. Must attend job-related, in-service, meetings and all training provided to maintain professional and technical knowledge.
8. Must adhere to all established rules, regulations, procedures, and policies of North Star Mohican Casino Resort and the Food and Beverage Department.
9. Must dress professionally.
10. Must be reliable and prompt when reporting to work.
11. Ensure the food and beverage department is operated in accordance with all rules, policies, and procedures for the department and at the highest levels of quality and service.
12. Ensure all food and beverage staff has received adequate training to perform their duties and are able to meet or exceed guest expectations. This shall include being present in all outlets as dictated by business demands.
13. Ensure daily pre-shift meetings are conducted for the staff, schedule bi-weekly training sessions pertinent to enhancing service delivery and industry knowledge, and develop a program for training retention.
14. Manage staffing levels in accordance with established budgetary goals and business volume. Continually monitor budgetary adherence.

15. Prepare employee schedules and submit to Director of Hospitality. Complete and submit weekly hours report.
16. Make recommendations for hiring and employment terminations. Work with Human Resources to post positions for hiring.
17. Preparing daily/monthly paperwork and required reports. Keep daily and monthly inventory. Responsible for every aspect of month end inventories and assigning counting responsibilities to departmental supervisors.
18. Demonstrate skill in dealing with employee disputes and guest complaints to resolve in a professional manner.
19. Responsible for dealing with all employee personnel related issues.
20. Submit order requests for all necessary food and beverage supplies and equipment.
21. Responsible for establishing food pricing and meeting with vendors.
22. Ensure accuracy of revenue drops. Adhere to all revenue handling procedures.
23. Maintain knowledge and integrity of POS system. This shall include, but not be limited to the ability to program, test, and communicate all changes programmed through the Universal Desktop for all outlets, report generation, and training for all individuals as deemed necessary (example: supervisors, host/cashiers, etc.).
24. Maintain records for alcohol requirements and health and safety regulations for all employees.
25. Responsible for cleanliness and positive appearance of venue(s).
26. Confer with the Director of Hospitality concerning operational deficiencies and areas that need attention.
27. Assist the Sales & Events Manager when necessary to ensure successfully meeting the expectations of clients/guest's overall food and beverage experience.
28. Assist the Executive Chef to create programs to control food waste, breakage, and safe handling of products.
29. Understand the goals and vision of the organization and demonstrate commitment to the goals in terms of individual and team performance.
30. Prioritize tasks, handle multiple projects simultaneously, organize, and delegate assignments.
31. Must adhere to the Casino's Drug and Alcohol-Free Workplace Policy during employment.
32. Must maintain compliance with all workplace policies, procedures, ordinances, laws and other communicated expectations, including but not limited to: Employment Manual, Gaming Ordinance, State Gaming Compact, Tribal Internal Controls, Departmental Procedures, memos or other communication from supervisory or regulatory personnel.
33. The above-mentioned duties and responsibilities are **NOT** an all-inclusive list, but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based upon organizational needs and/or deemed necessary by the Director of Hospitality.

**PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:**

1. Constant hand movements (repetitive motions: reaching, grasping, holding, use of finger dexterity) with the ability to reach up overhead, and squat down beneath shelves.
2. Must be able to stand in one area for an extended amount of time.
3. Occasionally will need to stoop, kneel and or crouch. Must be able to frequently lift and/or move up to sixty (60) pounds.
4. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, color vision and depth perception and the ability to adjust and focus, with the aid of prescription glasses/contacts.

5. Work is generally performed in a casino setting with a higher noise level and where cigarette smoke is prevalent.
6. Evening and/or weekend work is required. Extended hours and irregular shifts may be required.
7. Work environment requires excellent personal hygiene due to working near others.
8. Work environment is **NOT** smoke, noise, or dust free.

**Note: Applicant must include resume with employment application.**

**SUBMIT APPLICATION AND RESUME TO:**

Human Resource Department  
North Star Mohican Casino Resort  
W12180 County Road A

Bowler, WI 54416 or Email completed application and resume to: [maureen.christensen@northstarcasinoresort.com](mailto:maureen.christensen@northstarcasinoresort.com)  
Or Fax completed application to (715)787-4113

**THE STOCKBRIDGE-MUNSEE COMMUNITY OPERATES AS AN EQUAL-OPPORTUNITY EMPLOYER; EXCEPT INDIAN PREFERENCE IS GIVEN IN ACCORDANCE WITH THE TRIBAL EMPLOYMENT PREFERENCE ORDINANCE.**

**WE ARE A DRUG-FREE EMPLOYER. CANDIDATES MUST PASS A DRUG SCREEN AND REMAIN DRUG FREE**

**Although an interview may be granted, this does not determine that the candidate fully meets the qualifications until it is determined by the interview team.**