

## Food & Beverage Manager

We are looking for a professional Food & Beverage Manager to be responsible for managing all F&B operations 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 quality, service and customer satisfaction.

### Essential Job Functions:

- Directs the overall food and beverage operation; plans, orders, purchases, inventory control, food production, and plans menus to provide a positive guest experience and quality menu items.
- 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.
- Consistently monitors the quality of food and the level of service provided by staff to ensure standards are met.
- Controls food and beverage cost of sales to stay within departmental budget.
- Develops and monitors departmental budget by analyzing and controlling profit and loss statements.
- Analyzes and controls customer service satisfaction reports to ensure guests' needs are met.
- Develops and implements departmental standards, policies and procedures for customer service and employee satisfaction.
- Develops and implements plan to ensure all supervisory staff receive and are certified in Food Handlers Training.
- Creates and enforces all F&B policies and procedures.
- Provides effective and efficient leadership and development of the supervisory staff, ensuring effective internal and external communication, appropriate judgment and decision making skills are utilized and that all departmental staff activities are monitored and performed.
- Enforces compliance on matters pertaining to regulatory agencies, internal accounting systems, administrative controls and internal policies and procedures.
- Monitors the proper sanitation of the kitchen areas; storage and rotation of stock to achieve maximum cleanliness of the F&B area.
- Ensures all customer complaints and concerns are resolved in a timely and appropriate manner.
- Ensures compliance with all health and safety regulations throughout the Food & Beverage operation.

- Possesses a working knowledge of various software systems (MS Office, Restaurant Management Software, POS)
- Coordinates Alcohol Compliance Education for all casino employees involved in serving alcoholic beverages.
- Maintains administrative control of all reports as required by areas of operation and administration.
- Required to be on-call 24/7.
- Perform all other duties as assigned

## **MINIMUM QUALIFICATIONS**

### **Education:**

- High school diploma or GED equivalent required
- Bachelor's degree in hospitality management or administration; combination of education and/or four (4) plus years of senior management experience in Food & Beverage will be accepted in lieu of education

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

- Must possess excellent customer relations, leadership and communication skills.
- Must understand and comprehend all safe food handling procedures.
- Must be able to multi-task; must be able to delegate multiple tasks and follow up on said tasks.
- Must have working knowledge of food production, cost control, menu planning and quality control.
- Must have ability to use good judgment in intense situations.
- Must be proficient in writing detailed reports and have good basic mathematical skills.
- Must be willing to work any day of the week and any shift.
- 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 push, pull or drag up to 150 lbs.

### **Training and Experience:**

- Minimum of two (2) - three (3) years of management experience in a casino gaming hospitality/restaurant environment or hospitality/restaurant industry.
- Two (2) – three (3) years of personnel management experience required.

**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.
- Must 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.