



## JOB DESCRIPTION



**Department:** Food and Beverage

**Job Title:** F&B Supervisor

**General Definition:** Assists with supervision of the food and beverage staff, services and activities with a focus on quality and guest satisfaction.

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

**Supervision Exercised:** Cashiers  
Cooks  
Cook/Cashiers  
Dishwashers

### Essential Job Functions:

- Assists with the preparation of the work schedules; assigns duties and responsibilities, and oversees the quality of performance.
- Monitors the quality of food and the level of service provided by staff members.
- Assists with directing the overall food and beverage operations including but not limited to: inventory control, food production, and planning menus to ensure a positive guest experience and quality of menu items.
- Analyzes information to ensure food selection increases guest satisfaction.
- Analyzes information to ensure beverage selection increases guest satisfaction.
- Monitors proper sanitation of the bar areas, kitchen, restaurant, storage, and rotation of stock.
- Monitors staff and guests to ensure no one is overserved.
- Prepares all food items according to standard recipes and menu to ensure consistency and accuracy of product.
- Exhibits knowledge, understanding, and application of various cooking techniques.

- Prepares daily food specials.
- Exhibits knowledge of and the ability to prepare base sauces, stocks, and soups.
- Participates with staff to cook, prepare, plate and assemble food.
- Demonstrates ability to work the line in different cooking stations.
- Operates kitchen equipment including slicer, steamer, deep fryer, ovens, broiler, grill, mixer and flat top in a safe manner.
- Maintains a solid knowledge of all food products.
- Promotes positive public and employee relations among guest and staff members.
- Maintains proper inventory levels to match projected sales.
- Provides F&B staff direction, leadership, guidance, and proper counseling.
- Rotates positions within the department, or other positions as warranted to continue operations.
- Resolves all customer complaints in a timely and professional manner.
- Completes shift activity report, runs end of shift reports and all voids.
- Evaluates and approves all shift overtime/early-outs in the absence of the Director of Food & Beverage.
- Trains and develops staff members to ensure all activities being performed are in accordance with company procedures and safety standards.
- Conducts performance appraisal in a timely manner.
- Performs all other duties as assigned.

### **MINIMUM QUALIFICATIONS**

#### **Education:**

- High school diploma or GED equivalent preferred

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

- Must exhibit excellent customer relation, leadership and communication skills.
- Must exhibit excellent interpersonal skills

- Must have working knowledge of food production, cost control, and quality control.
- Must be willing to work any day and shift.
- Must have ability to use good judgment in intense and non-intense situations.
- Must understand all safe food handling procedures.
- 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 stand or walk for prolonged periods of time.
- Must be able to push, pull, lift and carry objects weighing up to 50 pounds.
- Must be able to push, pull and drag up to 150 pounds.

**Training and Experience:**

- 2 years' experience in fast paced kitchen
- 6 months in a supervisory role working in a fast-paced establishment

**Licenses/Certifications/Other:**

- 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.

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

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Employee Signature

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Date