

# **SAC & FOX CASINO POSITION DESCRIPTION**

**POSITION TITLE:** Food & Beverage Supervisor

**DEPARTMENT:** Food & Beverage Department

**STATUS:** Regular, Full Time

**SALARY RANGE:** 17

**LEVEL OF RESPONSIBILITY:** Reports to Food & Beverage Manager

**DESCRIPTION OF WORK:**

Supervise Food & Beverage personnel for each designated shift. Responsible for hiring and training personnel. Provide a solid customer service base for Food and Beverage operations, knowledge of all equipment, State and Federal safety and health regulations as well as liquor laws.

**SPECIFIC RESPONSIBILITIES:**

1. Oversee front of house operations in Deli, Buffet, Chop House, Boat Bar, 3.2 bar and floor beverage service.
2. Assign employee responsibilities and monitor services for effectiveness.
3. Monitor customer service and resolve complaints.
4. Recommend staffing and scheduling based on department and shift needs.
5. Maintain clean-as-you go policy in all work areas. Delegate specific jobs or duties to employees and follow up on operational standards.
6. Assist Food & Beverage Manager with employee recruitment, transfers, promotions, education/training and employee evaluations.
7. Prepare required reports (daily, weekly, monthly and counseling).
8. Communicate with other departments to coordinate activities and promote effective interdepartmental relations.
9. Perform other related duties as assigned.

**MINIMUM QUALIFICATIONS:**

**EDUCATION:** High School Diploma or GED Certificate.

**EXPERIENCE:** Two years experience in food & beverage management.

**KNOWLEDGE/ABILITY/SKILLS:**

Knowledge of concession, fine dining, buffet, banquet and bar operations.

Skill in leadership, organization, communications, human relations and decision-making.

Knowledge of quality controls in food and beverage, and State liquor laws.

Skilled in customer service.

Ability to communicate effectively orally and in writing.

**NECESSARY SPECIAL REQUIREMENTS:**

Must be 21 years old. Must be available for any and all hour/days and be able to rotate shifts if required. Compliance with Casino Internal Control Policies and Procedures as they pertain to this position.

**OCCUPATIONAL HAZARD:**

In the Entertainment Industry, one may be subject to work environment containing excessive noise, smoke and stress.

This description is an accurate representation of the duties and requirements of the position.