

JOB DESCRIPTION FOR: FOOD AND BEVERAGE SUPERVISOR

Department 40 –Food and Beverage
Reports to Food & Beverage Manager

Position Summary: Responsible for the operations of all Front of House Food & Beverage positions. This position rotates venues as needed. Plan, organize, direct, and coordinate the workers and resources for efficient, high quality, well prepared and profitable service of food and beverages.

Essential Duties and Responsibilities:

- Supervises food preparation and production for Coaches, The Saw Mill Buffet & Roundhouse outlets.
- May rotate between venues, providing overall staff supervision including approval of opening and closing duties of line staff.
- Oversee and maintain established staffing standards for personnel performance and service to guests.
- Ensure liquor and food preparations meet established standards.
- Controls food waste and food costs using established practices.
- Review and analyze operational costs on a weekly, monthly and quarterly basis.
- Maintain overall knowledge of Food and Beverage Department using Department Operations Manual as a guide
- Ensure use of guest service skills as identified in the Wild Rose Recognition Program
- Explain to guests the features and benefits of Wild Rose Casino & Resort.
- Use Approach policy to guide the sale of alcohol to guests.
- Maintain health, safety and sanitation levels by enforcing sanitary practices for food handling, general cleanliness and maintenance of kitchen, bar, and dining areas.
- Responsible for Supervisory duties.
- Ensures proper department uniform, appearance and grooming standards are followed.
- Meet company attendance requirements.
- Complies with all Iowa Racing and Gaming Commission Rules and Regulations and any other local, state, or federal guidelines.

Special Attendance Requirement: The Wild Rose Casino & Resort is in operation seven days a week, 365 days a year. Employees will be required to work days, evenings, weekends, holidays, split shifts, and overtime. We are not able to work around outside activities or other jobs unless it is agreed to, in writing, at time of hire.

Education/Experience: Hotel/restaurant management experience desirable. Supervisory experience and Associates degree preferred. National Career Readiness Certificate (NCRC) is desirable.

Interpersonal Skills: Excellent guest service skills are essential, organizational skills for dealing with diverse duties and staff, ability to effectively communicate with subordinates and with guests, ability to delegate, motivate, and evaluate all employees, must be able to work cohesively with co-workers and work as a team, ability to maintain a positive attitude towards guests, co-workers, and other department staff.

Work Environment/Physical Demands: While performing the duties of this job, the employee is regularly required to bend, walk and stand for periods of time. Must be able to infrequently lift and move up to 35 pounds

while carrying out job duties using proper equipment. The employee is frequently exposed to cold temperatures and vibrations. Requires working within freezers, walk in coolers, beer coolers, and air conditioning. The noise level in the work environment is usually moderate to loud.

Critical features of this job are described under the heading listed on the job description. Nothing in this job description restricts Wild Rose's right to assign or reassign duties and responsibilities to this job at anytime.

After reviewing the above job description, please certify, by your signature below, that you understand what you have read and that you are able to perform this job.

Print Name

Signature and Date