



# WIN-RIVER RESORT & CASINO

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Food and Beverage Supervisor
<b>DEPARTMENT:</b>	Food and Beverage
<b>REPORTS TO:</b>	Food and Beverage Manager
<b>SALARY:</b>	Grade 7, Entry \$36,090/Annually
<b>CLASSIFICATION:</b>	Exempt
<b>SUPERVISES:</b>	Food Servers, Host/Hostesses, Bartenders, Cocktail Servers, and Kiosk Attendants
<b>JOB SUMMARY:</b>	This team member provides supervision and oversight for the daily functions and operations of all Resort & Casino food and beverage outlets

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### ESSENTIAL DUTIES AND RESPONSIBILITIES

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The essential duties and responsibilities outlined here are representative of those that must be met by the team member to successfully perform the essential functions of this position, however, are not all inclusive:

1. Directs the work of all Food and Beverage Department team members during an assigned shift; including the responsibilities of planning, assigning, and directing work
2. Responsible for coaching, rewarding, and evaluating team member performance
3. Responsible for addressing positive corrective action as needed
4. Responsible for addressing guest complaints and disputes, resolving problems, and other administrative requirements of the department
5. Assists in developing, implementing, monitoring, and enforcing departmental policies, procedures, and internal controls
6. Carries out supervisory responsibilities in accordance with the Resort & Casino's policies and procedures
7. Holds daily meetings to inform team members of any changes, special events, promotions, or general information in regards to the department or the Resort & Casino
8. Monitors dining areas to ensure guest satisfaction and to ensure food and beverage quality and service standards are met, while staying visible during peak hours
9. Maintains fiscal budgetary guidelines, liquor costs, and dining room labor costs to achieve maximum profit
10. Schedules appropriate coverage of team members, adjusts labor levels during hours of operation as needed, and keeps attendance logs up to date
11. Ensures that all regulations and internal controls are complied with for the service of alcoholic beverages
12. Oversees bar product inventory, and month end count procedure, including monthly liquor and wine inventory and orders as needed

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13. Supervises end of shift procedures with team members, including communicating clearly and completely with on-coming supervisor
14. Supervises the opening and closing procedures, along with daily server side station duties
15. Accountable for the organization and cleanliness of supervisor's office area and maintains filing system as needed
16. Takes "pro-active" approach in continual development of department, with emphasis on assigned key shift
17. Analyzes feedback from guests and team members and takes actions to implement improvement
18. Develops and oversees training in all front of the house areas with proper training materials
19. Ensures that all health and safety regulations are complied with and enforces sanitary practices for food handling, general cleanliness, and the proper maintenance of all food and beverage outlets and areas
20. Recommends the hiring, termination, promotion, or any other change of team member employment status to the Food and Beverage Manager
21. Performs all duties in a manner that continually supports the vision, mission, values, and principles of the Resort & Casino
22. Performs all duties in a manner that adheres to the guest service standards established by Win-River Resort & Casino's guest service program
23. Other duties as assigned by the Food and Beverage Manager

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### **EDUCATION REQUIREMENTS**

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The education requirements outlined here are representative of the minimum that must be met by the team member to successfully perform the essential functions of this position, however, higher levels of education than required will be reflected during the recruitment process:

- A High School diploma, or the equivalent thereof, is preferred

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### **EXPERIENCE AND KNOWLEDGE REQUIREMENTS**

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The experience and knowledge requirements outlined here are representative of the minimum that must be met by the team member to successfully perform the essential functions of this position; however, higher levels of experience and knowledge than required may be reflected during the recruitment process:

- Must be 21 years of age
- A minimum of five (5) years of related experience and/or training is required
- The ability to obtain and maintain TIPs (Training Intervention Procedures) is required
- A strong understanding of the principles and practices of team member supervision, along with a strong combination of written and verbal communication skills to write, read, and comprehend written correspondence, concurrent with the ability to effectively communicate with guests and team members of the organization, is required

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- A high level of expertise in food and beverage operations and menu development, concurrent with knowledge of all areas of guest relations and service standards is required
- Knowledge of food and beverage preparation and service of various alcoholic beverages is required
- Experience with purchasing and inventory systems is required
- Creative menu development skills are preferred
- Demonstrated knowledge of Microsoft Office applications is preferred
- ServSafe Food Handler certification is preferred

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### **PHYSICAL REQUIREMENTS**

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The physical requirements outlined here are representative of those that must be met by the team member to successfully perform the essential functions of this job:

- Continuously stands and walks
- Frequently sits and bends/stoops
- Occasionally climbs, reaches above/below shoulder level, kneels, balances, and squats
- Continuously lifts/carries up to ten (10) pounds is required
- Occasionally lifts/carries up to seventy five (75) pounds is required
- Continuously pushes/pulls up to ten (10) pounds is required
- Occasionally pushes/pulls over one hundred (100) pounds is required

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### **WORKING CONDITIONS**

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The working conditions outlined here are representative of those that the team member will or may be exposed to while performing the functions of this job:

- While performing the duties of this job, the team member is frequently exposed to second-hand tobacco smoke
- While performing the duties of this job, the team member is usually subject to inside environmental conditions
- While performing the duties of this job, the team member may occasionally be subject to outside environmental conditions and to wet and/or humid conditions

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### **OTHER INFORMATION**

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- Native American Preference Policy applies
- This individual must be able to meet the suitability requirements of the Redding Rancheria's Gaming Agency to obtain a gaming license
- Win-River Resort & Casino is a drug-free workplace; applicants must be able to pass a pre-employment drug screening
- This job description does not list all the duties of the job. You may be instructed by management to perform other tasks or functions
- This job description is not a contract for employment. Employment with Win-River Resort & Casino is considered "at-will"
- Must be able to comply with the Win-River Resort & Casino Common Language Rule

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- Reasonable accommodations may or may not be made dependent upon the nature of the work required by the position
- Win-River Resort & Casino reserves the right to add, delete or modify without notice

Revised 10/8/18 kc

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