



JOB DESCRIPTION

POSTED: January 23, 2018 DEADLINE: UNTIL FILLED

POSITION: Kitchen Manager

DEPARTMENT: Food and Beverage

SUPERVISOR: Director of Food and Beverage

LOCATION: Resort

EMPLOYMENT: Full Time

PAY RATE: Pay Grade 14 (\$15.00 - \$20.97 per/hr. D.O.E.)

DESCRIPTION:

Supervises and coordinates activities of F&B service personnel to provide fast and courteous service to all guests. Sets service standards for the department and is responsible for all scheduling and training of team members.

RESPONSIBILITIES:

- Provide excellent Guest Service to guests, internal and external through active guest engagement and positive attitude.
- Schedules dining reservation and arranges parties or special services for diners.
- Greets guests and addressed services issues of patrons.
- Assigns work tasks and coordinates activities of F&B service team members to ensure prompt and courteous service to guests.
- Inspects serving stations for neatness and cleanliness, and requests table linens and other dining room supplies for tables and serving stations.
- Trains team members in proper service etiquette.
- Schedules work hours and keeps time records of team members.
- Helps in preparing beverages and expedites food orders.
- Responsible for interviewing, hiring, and training team members; planning, assigning, and directing work, appraising performance; rewarding and coaching team members; addressing complaints and resolving problems.

- Must be able to identify and resolves problems in a timely manner; Develops alternative solutions.
- Communicates changes effectively; Prepares and supports those affected by change.
- Makes self available to staff; Provides regular performance feedback, develops subordinate's skills and encourages growth; Improves processes, products and services.
- Write routine reports and correspondence.
- Assists in the development of policies and procedures.
- Responsible to enforce all rules, regulations, policies and procedures set by Resort.
- Responsible for the training, supervision, scheduling and development of all Department Team members.
- Due to the dynamic Casino Environment from time to time, we require employees to be flexible and assume other responsibilities assigned by management.
- With direction from Chefs and Managers, identifies number of servings to be made from any vegetable, meat, beverage, and dessert to control portion costs.
- Meets with professional staff, guests or client groups to resolve menu inconsistencies or to plan menus for special occasions.
- Assists to plan, change, test, and standardize recipes to increase number of servings prepared.
- Responsible for the overall direction, coordination, and evaluation of these units.
- Carries out responsibilities in accordance with the organizations' policies and applicable laws.
- Administrative support and liaison for all Chefs and Management staff.
- Primary person responsible for ordering of food, supplies and equipment.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand; reach with hands and arms and taste or smell. The employee is occasionally to sit and stoop, kneel, crouch, or crawl. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

MINIMUM QUALIFICATIONS:

- Must have a high school diploma or GED
- Three years hospitality service experience.
- Must have knowledge of Point of Sale (P.O.S) software.
- Must be able to do every job category with in the F&B service area.
- Must pass background checks and other pre-employment screenings.
- Must be able to receive and maintain a Gaming License.
- Must be able to lift up to 25 lbs.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position.

OUR MISSION

Our Mission is to provide an exceptional and memorable experience to every Guest, every time. Each Team Member will demonstrate a high level of professionalism, provide a safe, clean and entertaining experience for all Guests, internal and external.

Integrity, Service, Professionalism, Value. This is our **PROMISE**.

**Date Approved by the Public Enterprise & Finance Commission (PEFC):
06/27/2017**