



INITIAL POSTING: APRIL 8, 2019

DEADLINE: UNTIL FILLED

JOB DESCRIPTION

POSITION: Front of House (FOH) Service Manager

DEPARTMENT: Food and Beverage

SUPERVISOR: Food and Beverage Director

LOCATION: Sugar Bush Restaurant and Events Center

EMPLOYMENT: Full-Time

PAY RATE: Pay Grade 14: \$11.50 - \$14.59/Hour (D.O.E.)

DESCRIPTION:

Supervises and coordinates tasks and responsibilities of Food and Beverage service employees with the goal of providing fast and courteous service to all guests. Sets service standards for the department and is responsible for all matters as it relates to employees in the Restaurant and those working in the Event Center.

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 service staff team members.

RESPONSIBILITIES:

- Manage employees who work in the restaurant and event center including the scheduling, training, and disciplinary measures for the staff.
- Schedule dining reservations, arrange parties, and arranges special services for guests.
- Greet guests and address service concerns of patrons.
- Assign work tasks and responsibilities and coordinates activities of Food & Beverage service team.
- Inspect service stations for cleanliness and sanitation.
- Request table linens and other dining room supplies for tables and serving stations.
- Responsible for the overall appearance and operational flow of the dining room with a focus on guest experience and excellent customer service.
- Develop policies and procedures of proper service etiquette, trains all team members of proper etiquette, and corrects behaviors that are not in line with the expectations of etiquette.
- Approve time records of team members.
- Prepare beverages and expedite food orders.
- Actively works with Human Resources and Food & Beverage Director for assessing staffing needs; additionally, involved in interviewing, hiring, and training team members.
- Responsible for planning, assigning, and directing team member work, performance evaluations, rewarding and coaching team members, addressing complaints, and resolving problems.
- Identify and resolve problems of staff and patrons in a timely manner while offering alternative solutions.

- Communicate changes effectively and in a timely manner while preparing and supporting those affected by change.
- Available to staff and is constantly providing regular performance feedback, helps with skills development, and encourages growth.
- Focus on improving processes, products, and services.
- Must write routine reports and correspondence.
- Enforce all rules, regulations, policies and procedures set by the Casino Resort.
- Provide excellent customer service to guests, internal and external through active guest engagement and positive attitude.
- All employees must be flexible and assume other responsibilities and task as assigned by management and as management deems necessary; this means fulfilling all other job duties as assigned.
- Flexible with scheduling of shifts and willing to work nights, weekends, and holidays.

MINIMUM REQUIRED QUALIFICATIONS:

- High School Diploma or GED.
- 3+ years hospitality (restaurant, bar, hotel) experience.
- Must be able to receive and maintain a Gaming License.
- ServSafe certified or be able to be ServSafe certified within first (90) days of employment.
- Must be willing and able to pass a background check and other preemployment screenings as requested.

PREFERRED QUALIFICATIONS:

- Ability to complete TIPS training if required.
- Previous supervisory or management experience with a focus in customer service or hospitality.
- Higher-education credits towards degrees related to the position such as hospitality, business, and management.

PHYSICAL REQUIREMENTS:

- Prolonged walking and standing for long periods of time – up to 90% of the time.
- Frequent bending and stopping.
- Ability to lift and carry up to 25 pounds.
- Ability to frequently sit, stoop, kneel, and crouch.

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 if required.

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.

Initial Date of Approval by the Public Enterprise Finance Commission (PEFC): 02/21/2017

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Northern Waters Casino Resort

P.O. Box 129, N5384 US 45

Watersmeet, MI 49969

Email: hr@lvdcasino.com

Website: <http://www.lvdcasino.com/Content/Careers.cfm>

Phone: 906-358-4226 Ext. 7318

Fax: 906-358-4913