

employee productivity benchmarks, management succession planning and business growth.

- Establish specifications and standards for all products and services.
- Use property forecasts to establish levels of food production and guest service.
- Ensure the supervision of food quality and production in every phase of the restaurant operation meets or exceeds organizational goals.
- Analyze and evaluate food and beverage profit and loss statements and determine alternative courses of action if necessary.
- Implement and audit inventory and cost control systems and procedures.
- Preparation, review and submission of operating and capital budgets.
- Development and implementation of all projects, programs, and systems designed to improve department operations.
- Create concepts and related menus along with pricing.
- Work with Accounting and IT departments to ensure that all revenue is captured and reported in accurate and relevant manner.
- Actively involved with Administrative and Marketing departments to maximize profitability and efficiency.
- Develop and utilize systems and reports to understand and identify revenue/efficiency opportunities.
- Participate in Superior Club events and demonstrate the ability to design and execute relevant strategies support event objectives.
- Solicit and respond to guest feedback gathered by direct interaction, comment cards, and other methods of communication.
- Maintain a neat, clean, organized, safe and comfortable work environment for guests and team members.
- Oversee departmental educational programs; coaches, reinforces and lead personnel in the proper performance of their duties
- Lead the department by creating a positive, supportive environment where talents, skills, and trade practices are exchanged, practiced and enhanced
- Set performance expectations and provide coaching, career development planning and operational support for all departmental managers
- Develop and enforce all appearance and uniform guidelines.
- Exhibit sound decision-making with emphasis on motivating team and maintaining high morale.
- Be a participative member of the management team by volunteering and being involved with projects, committees, and task forces by providing input and suggestions.
- Work with other departments for the overall good of the entire operation
- Adhere to regulatory, department and company policies and internal controls in an ethical manner.
- Responsible for, or actively participates in, the initiation of personnel actions including but not limited to: workforce planning, interviews, training, candidate selection, terminations, performance reviews, promotions, transfers and disciplinary actions.
- Ensure proper cash handling procedures.
- Ensure all employees are following guidelines of the LVDSCI liquor laws as defined by the Lac Vieux Desert Liquor Control Ordinance.

- Ensure all team members monitor asset control of liquor bottles, draft and bottled beer and wine.
- Must be able to work a flexible schedule including weekends, evening and holidays
- Due to the dynamic Casino Environment from time to time, we require employees to be flexible and assume other responsibilities assigned by management.

MINIMUM QUALIFICATIONS

- High School Diploma or GED
- Must have the ability to be ServSafe certified within the first 90 days of employment.
- Strong communication, supervisory, coaching and organizational skills are required.
- Knowledge of phases of food and beverage administration, costs control and familiarity with all food and beverage services is required
- Professional appearance and demeanor
- Must pass background checks and other pre-employment screenings.
- Must be able to receive and maintain a Gaming License.
- 5 years' progressive food and beverage management experience.

PREFERRED QUALIFICATIONS

- College degree in Restaurant Management, Hospitality Management or Business Management/ Administration or related field or area of study.

PHYSICAL, MENTAL, ENVIRONMENTAL DEMANDS:

- Respond calmly and make rational decisions when handling team members and/ or guest demands in a fast-paced environment
- Presence on property expected throughout all key result times
- Must be able to bend, reach, kneel, twist and grip items
- Must be able to lift up to 50 pounds
- Must be able to respond to visual and aural cues
- Must be able to read, write and speak English
- Must be able to be on feet for 10-12 hours per day

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 Tribal Council: January 26, 2017