



Vacancy Announcement

Title:	Food & Beverage Manager
Reports To:	General Manager
Supervises:	Direct Reports
Location:	Yreka, CA
Salary:	Competitive salary and benefits, (DOE)
Classification:	Full Time, Regular, Exempt, Non-Entry Level
Summary:	Responsible for ensuring maximum guest service and satisfaction, by orchestrating, through the Team Members, production of quality food and beverage and high standards of service.

Application Deadline: October 4, 2017 by 5:00pm

Applications are available at all Tribal Offices or on the Internet at www.karuk.us. Just click on the tab for Rain Rock Casino employment opportunities. The Karuk Tribe's **(TERO) Preference and Drug & Alcohol Policy** apply. If selected applicants must successfully pass a drug screening test and be willing to submit to a criminal background check.

Job descriptions are available online at: www.karuk.us or by contacting the Human Resource Department, Telephone (530) 598-5445, Address: 777 Casino Way, Yreka, CA 96097, Email: dlbernal@karuk.us



Position Description

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Reports to: General Manager

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Location: Yreka, CA

Salary: Competitive salary and benefits, DOE

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Summary:

Responsible for ensuring maximum guest service and satisfaction, by orchestrating, through the Team Members, production of quality food and beverage and high standards of service.

Responsibilities:

1. Enforce performance standards and policies and procedures as they relate to the Food & Beverage Department; monitors beverage service on the casino floor. Ensures smooth and efficient operations on a continual basis.
2. Maintains high levels of guest satisfaction by building relationships with guests (through table touches, greetings, farewells, etc.) and encourages Team Members to build relationships with guests.
3. Responsible for understanding competitive set and creates service strategies to differentiate from the top restaurants and bars in the competitive market.
4. Maintains all cash handling policies and procedures with all Team Members and ensures that proper compliance is maintained.
5. Responsible for complying with all food and beverage health, liquor and safety regulations; as well as all Tribal, federal, state and local applicable laws.
6. Assists with scheduling of Team Members and ensuring correct staffing levels and adjustments are made in accordance with guest needs. Ensures venue operations are run in a smooth, efficient manner to ensure guest satisfaction.
7. Reviews financial statements; forecasts revenue and labor figures venues; maintains proper inventory control.

8. Maximizes cost effectiveness by ensuring and assuring control of guest complaints and resolving in a timely fashion.
9. Promotes positive guest relations through prompt, courteous and efficient services.
10. Maintains knowledge of local jurisdiction gaming laws (Tribal, federal, state, etc.) and associated regulations as well as the Company's internal controls, policies and procedures.
11. Promotes departmental and property wide promotions on a continual basis.
12. Maintains the highest level of confidentiality.
13. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include maintaining sufficient staffing levels; interviewing, hiring, and training Team Members; planning, assigning, and directing work; appraising performance; rewarding and disciplining Team Members; addressing complaints and resolving problems.
14. May be requested to follow other job-related instructions and to perform other job-related duties subject to all applicable state and federal laws.
15. Shall be polite and maintain a priority system in accepting other position related job duties as assigned.

Requirements:

1. High School Diploma or GED.
2. 4 years F& B management experience in a high-volume food and beverage operation with multiply outlets which offers all meal aspect. Required
3. Prior experience F& B operations in an opening or start- up casino. preferred
4. Ability to read and interpret documents such as safety rules, operating and maintenance instruction, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.
5. Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimal, and work with mathematical such as probability and statistical inference.
6. Ability to define problems collects data, establish facts, and draw conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
7. Strong organizational and interpersonal skills.
8. Must be able to acquire proper licenses.
9. Strong leadership skills.
10. Ability to present ideas in business-friendly and user-friendly language.
11. Highly self-motivated and directed.
12. Keen attention to detail.
13. Proven analytical, evaluative, and problem-solving abilities.
14. Ability to effectively prioritize and execute tasks in a high-pressure environment.

- 15. Must have a passionate commitment for extraordinary levels of service quality and customer satisfaction.
- 16. Extensive experience working in a team-oriented, collaborative environment.
- 17. Willing to work odd and irregular hours if necessary; Willingness to work evenings, holidays, or weekends as needed.
- 18. Must possess and maintain a valid state driver's license and be insurable by the RRC's insurance carrier.
- 19. Willing to travel and participate in training as recommended or required.
- 20. Must have a Tribal Gaming License (or the ability to obtain and maintain a license) as a requirement for this position.
- 14. Must have willingness and ability to work in a smoke/secondary smoke environment.
- 15. Must adhere to confidentiality policy.
- 16. Must successfully pass a drug screening test and criminal background check.
- 17. Indian preference will be observed in the hiring process.

Veteran's Preference: It shall be the policy of the Karuk Tribe and Rain Rock Casino to provide preference in hiring to qualified applicants claiming Veteran's Preference who have been discharged from the United States Armed Forces with honorable and under honorable conditions.

Benefits Include:

- Comprehensive Benefits Package
- Medical
- Dental/Vision
- Retirement
- PTO, Holiday, Vacation
- Relocation Package can be provided

ACKNOWLEDGEMENT

I hereby acknowledge that I have read and reviewed this Job Description with my Team Leader. I also acknowledge that I have full and complete understanding of this Job Description and agree to the above noted Duties, Responsibilities, Requirements and Conditions.

Team Member Name	Signature	Date
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Team Leader Name	Signature	Date
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Council Approved: August 31, 2017

- Original to HR
- Copy to Team Member
- Copy to Team Leader