



JOB DESCRIPTION

POSITION:	Beverage Manager
DEPARTMENT:	Food and Beverage
LOCATION:	Casino Resort
SUPERVISOR:	Food & Beverage Director
EMPLOYMENT:	Full-Time
PAY RATE:	Pay Grade 14: \$16.00 - \$21.00/Hour (D.O.E.)

DESCRIPTION:

Provides leadership and support to the beverage and bar team to ensure high levels of team-member performance and engagement while managing tasks such as scheduling, discipline, and ensuring compliance to all policies, procedures, and regulations. Responsible for tracking food and beverage operations profits with a focus on optimizing profits and reducing costs for the Casino and creating the best experience for customers. Drives results in customer satisfaction, team member satisfaction, and operational success. At times, this position will be responsible for other areas of Food & Beverage based on direction given by the Food & Beverage Director.

RESPONSIBILITIES:

- Manages all aspects of the beverage and bar department including keeping a current liquor license, managing inventory and supplier contacts, reorder supplies, manage budget and set goals.
- Manages all financial operating expenses for budget, profit and loss, labor costs, controllable expenses and costs of goods.
- Monitor daily stock inventories along with proper rotation with keeping quality of offerings in mind.
- Works with Human Resources and Food & Beverage Director to address recruitment and hiring needs; assist in the interviewing process.
- Trains new staff to provide excellent customer service to patrons.
- Creates scheduling for all shifts and trainings to ensure proper onboarding.
- Holds regular pre-shift and post-shift meetings to identify pertinent information for all shifts.
- Delegates assigned tasks and responsibilities on a daily basis.
- Resolves beverage quality and service opportunities including communicating with team members and leaders on guest feedback and resolving issues directly with guests.
- Assesses team member talent to ensure engagement and retention of top performers. Provides development and coaching opportunities to build a strong culture within the team.
- Provide excellent Guest Service to guests, internal and external through active guest engagement and positive attitude.
- Assess current talent in each Team Member to ensure engagement and retention of top performers. In addition, provide development and coaching opportunities to ensure you build strong bench strength within the team.
- Understands and has knowledge of all drink recipes including preparation and garnishment of all drinks.
- Actively involved in developing and implementing new food and beverage options that meet our customers needs and wants.
- Assists bartenders, beverage servers, and other team members in Food & Beverage in completing assigned tasks and responsibilities on a daily/weekly basis while delegating tasks to specific individuals based on department needs.
- Participates in setting and managing department goals, objectives, operating standards and guidelines of communication with thorough completion of paperwork and tasks.
- Communicates with team members regarding changes in laws or ordinances in reference to sale of liquor and tobacco.

- Develops procedure for opening/closing, ordering, inventory management, transfers, developing special offerings, and promotions within the department.
- Ensures adherence to the highest level of food and beverage safety and sanitation standards.
- Maintains physical presence within working area by making rounds and greeting guests along with a strong interaction with all team members.
- Provide excellent Guest Service to guests, internal and external through active guest engagement embracing a 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.
- 2+ years of bartending experience.
- 1+ year of bar supervisory or management experience.
- Previous experience working in any food and beverage establishment where alcohol is served.
- Ability to maintain a high-level of confidentiality and professionalism.
- Ability to lead, train, and mentor teams.
- Strong interpersonal and communication skills within team and to customers.
- Strong organizational skills.
- Must be able to receive and maintain a Gaming License.
- Must be willing and able to pass a background check and other preemployment screenings as requested.
- Must be able to successfully pass TIPS training.
- Must be able to acquire a ServSafe certification within timeline provided by management.

PREFERRED QUALIFICATIONS:

- Completion of approved-bartender's course.
- Higher-level education such as college credits towards management or business degree.

PHYSICAL REQUIREMENTS:

- Ability to lift and carry objects weighing up to 15 pounds.
- Ability to push and pull objects weighing up to 20 pounds.
- Ability to lift up to 50 pounds.
- Ability to use a dolly to transport heavy objects such as beer kegs.
- Must be able to work in a smoking environment.
- Must be able to stand and walk for long periods of time – up to 90% of an (8) or (10) hour-shift.
- Must be able to work in a loud environment.

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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