



**POSITION TITLE – F&B Supervisor - Part-Time**  
**OPEN TO – EXTERNAL Candidates**

**NUMBER OF OPENINGS – 1 (one)**  
**POSTING DEADLINE – Until Filled**

**Job Overview:** The Food and Beverage Supervisor is responsible for effective use of all assigned restaurant and/or beverage personnel to achieve maximum operating results, revenue enhancements and tracking, and cost of goods control. Ensures that guest's service needs in the restaurant and beverage areas are identified and implements programs designed to ensure proper guest service. Provides leadership and direction for assigned employees in the restaurant/beverage areas and supports all Casino initiatives throughout the property.

**Duties and Responsibilities:**

- Assists in implementing programs designed to provide beneficial changes in assigned operations, improvement in the operations impact or interaction with customers, improvement in the operations ability to reduce or contain costs or generate additional revenue
- Helps develop and implement customer service training programs as needed; Ensures that the restaurant/beverage areas support the Casino by providing outstanding service to VIP guests and during special events
- Assists in the development and administration of controls for all phases of assigned outlets in an economical and profitable manner while maintaining established standards
- Helps implement cost control procedures and standards of performance; Administers scheduling programs to ensure highest service levels with maximum productivity
- Counsels, guides, trains, and instructs assigned personnel in the proper performance of their duties
- Works with manual and automated systems and assists in developing or implementing procedures, formats, budgets, testing, training, and documentation
- Acts immediately on all customer complaints and takes corrective action as needed
- Oversees personnel changes in assigned outlets and recommends action regarding hiring, promotions, demotions and release of personnel
- Assists in the development of menus and wine lists as requested
- Continually seeks new methods and programs to promote the restaurant/beverage areas and the property as a whole
- Read and retain all pertinent information regarding daily promotions, food and beverage specials, property promotions, station assignments and scheduled entertainment from disseminated pre-shift information
- Assumes special projects as needed at the direction of the immediate supervisor
- Ensures that interim and annual performance evaluations are completed on time and files maintained
- Ensures sufficient inventories are maintained to meet the needs of the operation
- Other duties & responsibilities as assigned



**Job Requirements: (please ensure you meet the listed requirements prior to applying)**

- High School diploma or GED - Required
- Must be twenty-one (21) years of age or older - Required
- Associate's Degree in Related field –Required
  - OR Two (2) years' Food and/or Beverage Supervisory experience –Required
  - OR One (1) year experience as a Dual-Rate Supervisor in a Wind Creek Hospitality F&B Department –Required
  - OR Two (2) years' experience in the hiring position's Department –Required
- Skills for menu analysis, food inventory, Ordering/Receiving of goods and training kitchen staff- Required
- Experience in multi-shift, complex organizations; Problem solving and decision making ability - Required
- Must have extensive knowledge of food products and service techniques
- Excellent verbal and written communication skills
- Ability to coordinate multiple tasks at once with minimal direction
- Ability to compile, compute, and analyze pertinent data needed for reports
- Ability to work with a computer based time and attendance, and/or client-booking systems, as well as the Micros Point of Sale system
- Must be able to lift and carry up to forty (40) pounds and up to 120 feet; must be able to work independently and as part of a team
- Must be able to deal effectively with diverse departments and have flexibility to work in an ever-changing environment
- Ability to adequately and successfully perform all aspects of this position
- Must possess a high level of maturity, dependability, and punctuality
- Demonstrated ability to communicate, in English, effectively both verbally and in writing, and understand and carry out instructions furnished in written, oral, or diagram formats
- Must successfully pass job interview, including a guest service audition
- Must successfully complete Responsible Vendor Alcoholic Beverage Service, and TIPS training
- Must successfully complete Serve Safe Sanitation training
- Willing to work odd and irregular hours
- Willing to participate in training as recommended or required
- Must have reliable transportation to and from work
- Must have a Florida Gaming License (or the ability to obtain and maintain a license) as a requirement for this position
- Willing to work odd and irregular hours including night and weekend schedules