

Walker's Bluff Casino Resort
Job Description



Job Title: **Director of Food & Beverage**
Function: Administration
Department: Food & Beverage
Reports To: General Manager

Position Summary: *Briefly describe the job's primary purpose or contribution to the department or organization.*

The Food & Beverage Director is responsible for providing leadership and management for the F&B department, including planning, development and execution of all areas. The F&B Director provides overall strategic direction, encompassing a combination of high-volume buffet, high-end steak and seafood dining outlet, sports lounge, beverage, banquets, kitchens, stewarding and any other F&B related areas, as well as collaborating with other departments. The F&B Director is responsible for developing and meeting financial projections, goals, and objectives. The F&B Director is responsible for developing and training a highly skilled and motivated Food and Beverage team at all levels. This position is also responsible for ensuring all F&B outlets meet and maintain all company and State Health Department rules and regulations.

Essential Duties and Responsibilities: List the job's most important functions and responsibilities. Include all important aspects of the job, whether performed daily, weekly, monthly, annually, or any that may occur at irregular intervals.

- Identify new and innovative strategic opportunities to fit the changing business needs and property strategic priorities. Lead the concept development for all venues.
- Develop distinctive signature services and products that provide “local flavor.”
- Monitor F&B performance across the property and the Quad Cities market, effectively communicating trends and insights to the senior executive level. Identify action items and strategic initiatives to address potential issues and recommend approaches and partnership opportunities to achieve business success and ensure the property is moving forward with a clear competitive advantage.
- Build and direct a high-performing management team by ensuring accountability to business strategies and driving financial performance and guest service delivery goals across all F&B outlets.
- Develop new service techniques to ensure guest satisfaction at minimum operating costs by consistently focusing on guest feedback.
- Provide oversight in the development and monitoring of financial budgets, sales and marketing strategies, and operations to produce both short and long-term profitability.
- Responsible for obtaining maximum results in the utilization and appearance of the F&B areas, the quality levels, performance, and standards of service.
- Develop new and analyze existing procedures and special promotions that will improve guest patronage under the guidelines of Rhythm City Casino Resort policies.
- Full oversight of a large-scale banquet facility and team.
- Ensure all company and outside training is communicated and executed to all respective areas in food and beverage.
- Ability to travel to other Elite Casino properties to understand their F&B operations and assist with projects as necessary.
- Utilize a “continuous improvement” approach to identify improvement opportunities, leverage creativity and flexibility in determining solutions, (create and execute plans).
- Work closely with local, state, and governmental organizations in maintaining the highest standards of health, sanitation, and cleanliness in F&B areas.
- Coordinate the selection, purchasing, storage, inventory, maintenance, and usage of all F&B related supplies and equipment.
- Responsible for effectively managing, delegating duties, and the performance and development of department staff; inclusive of interviewing, hiring, training, evaluating, coaching, and termination of staff.
- Ensure department employee engagement and culture strategies are implemented and executed to improve employee productivity and morale.
- Develop and maintain effective communications amongst all operating departments.
- Coordinate the development, interpretation and implementation of property policies, operating procedures and training programs, manuals, directives, menus, work schedules, rules and regulations for the F&B staff.
- Support compliance with all internal procedures and regulatory requirements, including those associated with underage and intoxicated guests.
- Adhere to current law and policy to provide a work environment free from illegal and discriminatory behavior.
- Serve as periodic Manager on Duty (MOD), responsible for the direct supervision of all Casino operations and conduct of Casino employees while on duty.
- Job duties, tasks, hours, work requirements, and other duties may be added or changed at any time.

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Knowledge, Skills, and Abilities:

- Ten plus years of progressive leadership experience in Food & Beverage management.
- Ability to be results oriented with proven leadership and successful project management experience and manage short- and long-term complex projects.
- Possess overall knowledge of F&B preparation and presentation.
- Possess organizational skills to function effectively with attention to detail while meeting established deadlines.
- Ability to think outside of the box with a keen awareness of trends and opportunities.
- Ability to implement highly leveraged programs company-wide.
- Ability to work in a fast-paced, busy environment while maintaining physical and mental stamina for significant periods of time and maintain the proper mental attitude and ability to deal effectively with guests, management, employees, and outside contacts.
- Effectively lead and mentor a successful team, including employee development, disciplines, and succession planning.
- Maintain and promote a professional appearance and demeanor.
- Listen and execute ideas and plans at the highest levels.
- Skilled in prioritizing projects to achieve a positive result for a deadline.
- Ability to pivot at any given moment depending on the situation.
- Effectively receive negative or positive feedback and be able to process it and move forward.
- Work varied shifts, including weekends and holidays, and receive calls at all hours in relation to work-related job duties and responsibilities.
- Effectively communicate in English; in both written and oral forms.
- Ability to maintain strict confidentiality including, but not limited to, employee data, player activity, claim activity, financial data, marketing plans, and policies.
- Ability to effectively utilize conflict-resolution techniques.
- Ability to analyze and interpret departmental needs and results.
- Ability to solve complex problems and maintain mental concentration for significant periods of time.
- Ability to perform assigned duties under frequent time pressures and in an interruptive environment.
- Ability to use telephone, copy/fax machine, computer, Microsoft Office, hand-held radio, and any department-specific equipment, tools, and computer software.
- Ability to perform a broad variety of tasks and deadlines with an irregular work schedule.
- Ability to communicate effectively with guests and all levels of employees in both oral and written form.
- Ability to work in casino and office environment with excessive noise levels, bright lights, and smoke environment.
- Knowledge of all facilities and promotional events available to guests on property.

Job Specific Knowledge: *The use of practical procedures and knowledge, specialized techniques, and learned skills.*

- **Mastery** – Mastery of theories, principles, and complex techniques or the diverse, cumulative equivalent gained through broad seasoning and/or special development. Typically requires a Master's degree (M. A.) or equivalent; minimum of ten years related experience and/or training; or equivalent combination of education and experience.

Managerial Knowledge: *The planning, coordinating, directing, and controlling activities and resources associated with the organization or function.*

- **Director** - Direction of a major unit with noticeable functional diversity or guidance of a function(s) which significantly affects all or most of the organization.

Human Relations Skills: *The active (either face-to-face or telephone) interpersonal skills needed to facilitate relationships with other people either within (co-workers) or outside (customers, vendors) the organization.*

- **Critical** – Skills in understanding and motivating people and negotiation. This is the highest level of interpersonal skills, usually required for positions that are accountable for the development, motivation, assessment, and reward of other

Thinking: *The scope the person must think to perform the essential functions of the position.*

- **Broadly Defined** – Thinking within concepts, principles and broad guidelines towards the organization's objectives or functional goals. This is done in an environment that is intangible or unstructured.

Problem Solving: *The level of problem solving complexity required of the person in performing the essential functions.*

- **Unique** – New or nonrecurring situations requiring the development of new concepts and imaginative.

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Decision Making: *The degree of decision making authority/autonomy required to perform the essential functions.*

- **Very High** – Broad organization policies, community or legislative limits, and the mandate of the organization.

Scope: *The breadth/scope of impact across the company this position has in performing the essential functions.*

- **High** – Results achieved affect all other departments and the company as a whole.

Impact: *The degree to which this position affects or brings about the results expected of their department or function.*

- **Primary** – Controlling impact – the position has effective control over the significant activities and resources which produce the results and is the sole position which must answer for the results.

Physical Demands:					
Up to 100%	Standing	50% - 75%	Lifting < 50 lbs	Up to 100%	Using hands/fingers to handle or feel
Up to 100%	Walking	25% - 50%	Lifting > 50 lbs	Up to 100%	Reaching with hands and arms
Less than 25%	Sitting			50% - 75%	Stooping, kneeling, crouching, or crawling
Less than 25%	Climbing				

Certificates, Licenses, Registrations:

- Must hold a valid gaming license in accordance with the Racing and Gaming Commission regulations.
- Must complete all company-required training within designated time frames.
- Must obtain direct deposit within one week of start date.
- Must be Serv-Safe certified or equivalent.

Signature: _____ **Date:** _____