

**DOUBLE EAGLE HOTEL & CASINO
GOLD CREEK CASINO
JOB DESCRIPTION**

Date: March 1, 2014
Updated: **September 15, 2023**
Job Title: **Restaurant Manager**
Department: Food and Beverage
Position Reports to: **F&B Director**

SUMMARY: To plan and manage all Food and Beverage (F & B) operations for the casino. To develop, maintain and enhance F & B programs to improve operational performance, increase revenue, and satisfy guests. To establish and maintain F & B programs in compliance with safety, employment laws, Colorado Public Health regulations, and the Colorado Limited Gaming Act. To maintain employee relations and retention through coaching's, discipline, and praise.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Within the realm of the responsibilities of the job, maintain a clean and safe work environment. Performs duties in compliance with safety procedures, which includes use of safety equipment. Incumbents are responsible for following safety procedures, identifying unsafe practices or conditions and informing their Director or the Safety Committee of unsafe conditions, as directed.
2. Manages and supervises all F&B operations for the casino.
3. Develops, maintains and enhances F & B programs to improve operational performance, increase revenue and satisfy guests.
4. Assists in the development of F & B programs to meet the short and the long-term corporate goals.
5. Establishes and maintains F & B programs in compliance with food safety, OSHA, employment laws and the Colorado Limited Gaming Act.
6. Manages and develops an effective staff: trains, coaches, and rewards staff.
7. Develops staff to meet and exceed performance expectations by establishing and maintaining a positive work morale and effective employee relations.
8. Ensures that all staff wear and maintains uniforms to company standards and only dresses in department approved costumes on designated days.
9. Implements F & B policies and procedures and acts to ensure that all staff members are informed.
10. Supervises and manages all food and beverage departmental operations to ensure quality customer service.
11. Attends and participates in casino departmental management meetings as needed and provides clarification and guidance regarding various F & B issues, goals and objectives. Makes presentations on F& B issues as requested or required.
12. Maintains professional contacts with other companies, and industry professionals regarding F & B issues.
13. Stocks liquor, wine, and Food & Beverage products for designated areas.
14. Communicates and maintains staff performance standards for interaction with customers and manages staff to anticipate, reduce or eliminate complaints from customers.
15. Assists and completes food and beverage inventory as directed. Ensures that staff understand portioning, food control, and understands the affects that waste and over portioning have on food costs.
16. Performs or directs the programming of menus into Point-of-Sale computers.
17. Ensures the quality, selection and variety of all foods and beverages.
18. Maintains compliance with established security policies and procedures.
19. Assists in menu planning and food and beverage employee scheduling for catering functions and special events.

20. Assists in the development of food and beverage menus and concepts that can best attract gaming and hotel customers.
21. Coordinates Food and Beverage operations with other departments and acts to establish and maintain cooperative interdepartmental relations.
22. Performs other duties, as needed and directed.
23. Responsible for covering shifts for call outs or unoccupied positions.
24. Ensures all employees assist (diplomatically) in the training of new employees to ensure proper customer service.
25. Develops departmental schedules on a weekly basis.
26. Manages and delegates departmental employees in call outs, schedule changes, and vacations.
27. Completes food &/or liquor orders on designated days.
28. Expected to cover positions when employees are on break, expedite food, and perform general tasks for efficient restaurant and bar operations, to ensure customer service needs are met.
29. **UNDERAGE GAMBLING / UNDERAGE DRINKING / CHECKING ID's:** It is your responsibility to ensure no person under the age of twenty-one (21) is consuming any alcoholic beverages, gambling, lingering in a gaming area or sitting in a gaming area. This guideline includes underage and off-duty employees. The best way to assure compliance is to ask for ID. Remember, many people look older than they really are. If anyone looks like they are under thirty-five (35) years of age, you are to ask for their ID. If you have questions about any ID call the Key on Duty. In addition, you will be responsible to attend the annual retraining of Underage Gambling, Alcohol and checking of ID's.

QUALIFICATION REQUIREMENTS: Hospitality or F& B management experience. Preferably within a gaming environment. Experience directing employees in F & B operations. Experience performing within specific deadlines or under pressure. Experience problem solving, organizing and prioritizing work.

EDUCATION AND/OR EXPERIENCE: Equivalent in education and experience. Three to five years of recent and related hospitality or F & B experience, including one (1) year of managerial experience.

LANGUAGE SKILLS: Demonstrated effective and diplomatic oral and written communication skills using English.

REASONING ABILITY: Makes recommendations, beyond the scope of essential duties, which may positively or negatively impact the operations of other departments.

CERTIFICATES, LICENSES, REGISTRATIONS: A valid Colorado Driver's License or valid Colorado Identification card. Will need to obtain Colorado Approved Serv Safe Certification within 90 days. A Colorado Gaming License is preferred, but not required.

OTHER SKILLS/ABILITIES: Demonstrated knowledge of various laws related to food safety, worker compensation, OSHA, employment laws, and the Colorado Limited Gaming Act.

PHYSICAL DEMANDS: Essential duties may involve performing physical exertion: frequent brisk walking, Climbing stairs, stooping, bending, stretching, reaching, kneeling, squatting, bending, walking and crouching/stooping, pushing and standing for an entire work shift, with standard breaks, in order to perform duties. Essential duties may involve working in a small, confined area used to prepare food, with floors, which may become slippery in the process of preparing food and beverages. Essential duties require lifting up to 30 pounds to stack, store or move kitchen, restaurant or general office supplies and equipment. Essential duties also involve sitting while completing paperwork or using a computer, and a flexible work week with additional hours routinely required.

WORK ENVIROMENT:

Essential duties may involve working in a kitchen environment, which contains loud noise, odors and frequently hot or cold work environment due to running ovens and refrigeration units. Essential duties also involve working in an inside an office environment.

MATERIALS AND EQUIPMENT DIRECTLY USED: Equipment typical of a retail/commercial kitchen, bar and restaurant, including slicers, mixers, ovens, refrigerators, fryers, knives, spoons, forks, glasses, pitchers, oven mitts and various cleaning supplies and materials. Individual will also be working with office equipment such as computers, printers, paper cutters, calculators, laminators, staplers, ect.

I am in receipt of this job description, which has been reviewed with me by my supervisor.

Employee

Date

Supervisor

Date