



Kla-Mo-Ya Casino, Corporation

34333 Hwy 97 N ♦ Chiloquin, OR 97624 ♦ 541.783.7529

www.klamoyacasino.com

FOOD AND BEVERAGE SUPERVISOR

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| REPORTING TO: | Food & Beverage Manager |
| CLASSIFICATION: | Non-Management, Hourly, Regular, Full-Time |
| SECURITY CLEARANCE: | CLASS III |
| BENEFITS: | Eligible employees (working 30 hours or more) to receive medical, dental, and vision insurance, 401 (k) retirement plan, life and accidental death and dismemberment insurance, flexible spending accounts, supplemental life insurance, and employee assistance program. Additional benefits include company paid holidays, sick leave, vacation, paid jury duty, paid bereavement leave, and employee discounts. |

INTRODUCTION

- The primary purpose of the F&B Supervisor will be to assist in directing and managing the Restaurant with the direction of the F&B Manager.
- The F&B Supervisor will be responsible for the implementation of department policies, procedures, rules, regulations, and requirements in order to ensure the smooth and efficient operation of the department.
- The F&B Supervisor is also responsible for carrying out company policies, menu planning, purchasing of food and beverage items, training new team members, supervising and motivating staff, performing cost control functions and maintaining a high level of quality and service in all aspects of the operation at the direction of the F&B Manager.

MAJOR DUTIES AND RESPONSIBILITIES

1. Responsible for the implementation of the restaurant policies and procedures.
2. Ensure compliance with required rules and regulations, which includes; health, safety, sanitation, and security, in the Restaurant in order to maintain and protect the integrity and assets of the casino.
3. Ensure all Restaurant employees provide professional and courteous customer service to patrons and that service is provided at a consistent level.
4. Responsible for the cleanliness and maintenance of the restaurant and ensuring the proper function of all equipment.
5. Create and develop menu items with the F&B Manager, and ensure efficient utilization of all products purchased.
6. Purchase all food, beverages, equipment, linens, décor, and other related items while maintaining effective cost control.
7. Maintain cost control by monitoring food utilization, obtaining competitive prices for items to be purchased and effectively staffing department to meet demands and needs of patrons.
8. Prepare and submit monthly department reports to General Manager.
9. Responsible for taking inventories and calculating food cost percentages and containing payroll cost within an established percentage range.
10. Exercise full range of supervisory duties for department, which includes the following; hiring, assign, coordinate and review work; establish schedules and priorities; as required to accomplish work load; arrange for and provide orientation and training of personnel; evaluate work in progress and discuss problem areas; recommend personnel status changes; evaluate employee performance; approve leave; identify and recommend disciplinary actions which includes terminations; etc. With the guidance or in the absence of the F&B Manager
11. Establish an effective record management system for inventory of all department supplies.
12. Respond to all customer complaints promptly and professionally in regards to the restaurant.
13. Required to assist in all areas when staffing is low.
14. Work as a team player and maintain a courteous and professional attitude at all times in order to insure a smooth and consistent level of efficient customer service.
15. Maintain departmental and organizational confidentiality.



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ADDITIONAL DUTIES

1. Adheres to Casino standards for guest service and confidentiality.
2. Refers guest problems or complaints to appropriate supervisors according to Casino policies.
3. Reports and documents any observed or known safety hazard, conditions or unsafe practices and procedures to management immediately
4. Performs other job-related duties as directed.

KNOWLEDGE, SKILLS AND ABILITIES

- Professional knowledge of supervisory concepts, principles, and practices, and practices applicable to the full range of duties and activities concerned with the supervision of a restaurant. This includes but is not limited to personnel, finance, property, and records management systems.
- Knowledge of budget process, with ability to compile, monitor, analyze and prepare reports.
- Must possess computer skills with the ability to operate WordPerfect, spreadsheets and excel.
- Ability to function effectively under the pressure of time and/or demands of several tasks at once by organizing and prioritizing workloads.
- Ability to communicate effectively, to establish cooperative linkages among employees to help resolve interpersonal misunderstandings, conflicts, etc.
- Possess good public and interpersonal relationship skills and the ability to meet with a variety of individuals in a professional manner, using tact, diplomacy, and mature judgment.
- Ability to maintain confidentiality of records and information pertinent to the nature of the work.

SUPERVISORY CONTROLS

Work is performed under the direct supervision of the General Manager who provides general instructions. Work is assigned in terms of functional/corporate objectives. The supervisor assists with unusual situations that do not have clear precedents or when clarification or interpretations of policies/regulations are in question.

Employee works independently toward established objectives, sometimes adapting or modifying standards to meet variations in controlling conditions; resolves problems on the basis of past precedents; exercises judgment in interpreting guidelines and applicability, and ensures all goals and objectives are met.

QUALIFICATIONS, EDUCATION AND EXPERIENCE

- High School Diploma or equivalent. **REQUIRED**
- Non-Indians must be at least 21 years of age. **REQUIRED**
- Enrolled Indians who are at least eighteen (18) years of age. **REQUIRED**
- Five (5) years experience in restaurant management with demonstrated supervisory duties. **REQUIRED.**
- Certification in Hotel/Restaurant Administration. **PREFERRED**
- Current Food Handler's certification. **REQUIRED**
- Associate Degree in Business or Accounting field. **PREFERRED**
- Demonstrated knowledge of health and safety codes and requirements. **REQUIRED**
- Good communication and interpersonal relationship skills. **REQUIRED**
- Computer experience. **REQUIRED**
- Knowledge of WordPerfect, spreadsheets and database program skills. **PREFERRED**
- Must submit to and clear an Alcohol/Drug Screen. **REQUIRED**
- Must be Licensable by the Klamath Tribes Gaming Regulatory Commission. **REQUIRED**
- Indian Preference will apply.



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ACKNOWLEDGEMENT

This job description is intended to provide an overview of the requirements of the position. I have read this job description and fully understand the requirements set forth therein. I also understand that this is to be used as a guide and not necessarily all-inclusive of the position duties. The job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with KLA-MO-YA Casino Corporation.

Employee Signature

Date