



TORTOISE ROCK  
CASINO

## Spotlight 29 Casino



**Job Title:** F&B Supervisor  
**Department:** Food & Beverage  
**Job Type:** Full Time  
**Status:** Exempt

**Job Description:**

Coordinate food service activities of restaurant, or similar establishment by performing the following duties personally or through subordinate supervisors. Motivate and supervise Restaurant Staff, while maintaining outstanding guest relations.

***ESSENTIAL DUTIES AND RESPONSIBILITIES:***

- Provide outstanding customer service to guests and all other employees by exceeding our mission statement to be the premier entertainment experience in the Coachella Valley and High Desert.
- Forecast and calculate labor cost and establish staffing requirements depending on business needs or anticipated traffic patterns.
- Assist in managing F&B department and cover shifts as needed.
- Assist in controlling inventory of all restaurant and bar supplies.
- Assist in hiring, training and scheduling of staff.
- Ensure all delegated tasks are completed to performance standards.
- Provide evaluations and disciplinary action, up to an including recommendations for terminations.
- Oversee state licensing/certification of food handlers.
- Maintain safety and health regulations.
- Institute and maintain cost controls.
- Share responsibility for meeting departmental budget.
- Ensure food is served in correct portions, properly garnished and at the correct temperature.
- Ensure compliance with all regulations regarding health and safety of guests and oversee compliance with departmental and company policies and procedures.
- Maintain appearance standards as outlined in departmental policies.
- Provide information and explain Players Club benefits, property amenities & marketing programs to our guests.
- Provide courteous service to our guests and be cordial to all Team Members.
- Communicate effectively both orally and in writing.
- Maintain a consistent, regular attendance record.
- Other duties as directed by management.
- Confer and cooperate with food preparation and F&B production personnel to plan menus and related activities such as dining room, bar, and banquet operations.
- Inspect food and service to maintain quality standards and sanitation regulations.
- Investigate and resolve food quality and service complaints.
- Review financial transactions and monitors budget to ensure efficient operation, and to ensure expenditures stay within budget limitations.
- Ensure compliance with all Minimum Internal Control Standards (MICS) as well as all Tribal Internal Control Standards (TICS)
- Present a positive image of the Casino to its guests and vendors and to assist them as required.
- Must follow all safety policies and procedures and attend all scheduled safety meetings and training as a condition of employment.

***SUPERVISORY RESPONSIBILITIES:***

Carry out supervisory responsibilities in accordance with the organization's policies, sanitation requirements and the applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, scheduling and assigning, and directing work; appraising performance; rewarding and directing employees' performance; addressing complaints and resolving problems.

***EDUCATION AND EXPERIENCE:***

- Must possess a high school diploma or G.E.D. equivalent
- Associate's degree (A. A.) or equivalent from two-year college or technical school preferred
- Six months to one year related experience preferred

***REQUIREMENTS:***

- Must pass pre-employment and periodic random drug screens
- Must be able to pass background suitability investigation
- Must be at least 21 years of age
- Must possess current ServSafe certification
- Must obtain a current Food Workers Certificate.
- Minimum three years of restaurant experience, holding progressively more responsible positions.
- Must be able to learn and work with Micros and Agilysys system.
- Trained in Safety and health as it relates to a restaurant.
- Must possess reasonable ability to communicate in English.
- Must obtain a Tribal Gaming License
- Must provide proof of eligibility to work in the United States within 72 hours of employment

***WORK ENVIRONMENT:***

- The Casino is open 24 hours per day, seven (7) days per week; therefore, you must be flexible to work any and all shifts. (Must be able to work all shifts, weekends, holidays & special events as needed).
- The Casino is a gaming facility.
- The Casino is not a smoke-free environment
- Frequently exposed to moving mechanical parts, as well as high temperature equipment and products
- Occasionally exposed to fumes or airborne particles as customary in food and beverage environment.
- The noise level in the work environment is usually moderate.
- The work environment in the Casino is not a smoke free environment.
- The employee needs to be available at short notice for any shift necessary in the 24/7 operation and must be available to work overtime if business direct
- Be aware that surveillance cameras and audio equipment monitor the premises recording activity throughout the facility on a 24-hour, 7 – day per week basis