

Mazatzal Hotel & Casino

JOB ANNOUNCEMENT

POSITION: Food & Beverage Supervisor
DEPARTMENT: Food & Beverage
STATUS: Full-time
RATE: \$18.00 p/hr

SHIFT: Days/Swings/Weekends
REPORTS TO: Hospitality Director/Restaurant Manager
SUPERVISES: F&B Server, Hostess & Server Assistants

JOB SUMMARY: Supervises dining room employees. Inventories, restocks, and keeps dining room operation running smoothly and will assist in all jobs and scheduling. Oversees the operation, ensuring the utmost in efficiency and service. Takes orders and presents food to guests when needed. Able to handle sums of money accurately. Able to work well with subordinates and management.

ESSENTIAL JOB FUNCTIONS:

- Supervises service employees.
- Excellent Customer Service Skills
- Must have Good Depth of knowledge of P.O.S.
- Strong Leadership and Excellent Communication Skills
- Handles customer complaints.
- Trains new employees and supervises ongoing training.
- Makes sure food products are up to standards and served on time. Ensures food quality. +Checks daily receipts and monthly inventories.
- Monitors Employee Hours to avoid overtime.
- Professional appearance & behavior.
- Promotes positive public relations.
- Ensures proper staffing.
- Ensures dining room is kept professional, neat, and clean.
- Informs staff of daily specials and special events, programs, or new policies. +Does bank card charging at end of shift.
- Places supply orders with Purchasing Department.
- Fills in for all other positions if necessary.
- Possess a valid health card.
- Performs other job related duties as assigned.

MINIMUM QUALIFICATIONS:

- Knowledge of fine dining procedures and presentation of wines and liquor.
- High school diploma or GED equivalent recommended. Experience may be substituted for schooling.
- Must be able to obtain a liquor certification from Arizona State Liquor Control Board
- Working bartender/Supervisor
- Oversees all of the cocktail and bar staff.
- Able to schedule employees
- Able to do inventory/ordering
- Great customer service skills
- Able to handle banquets
- **Leadership Experience/Working in a fast-paced restaurant/Able to carry trays.**

PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:

- Blood Pressure must fall under accepted guidelines by the American Heart Association or clearance from a medical doctor.
- Physically mobile with reasonable accommodations to stand for long periods of time.
- Must have bending mobility to reach, kneel, twist and grip items while working.
- Must stand for 90% of work time and walk 90% of work time.
- Must be able to lift up 20 to 35 pounds and carry up to 35 pounds.

Mazatzal Hotel & Casino reserves the right to make changes to the above job description whenever necessary.