



Let's play.

Position Title: Senior Food & Beverage Manager

At the Palace Casino (a Gateway Casino property) we are fun, bright, motivated and love what we do. So we invite you to join our team of professionals and experience the excitement of a casino environment.

Summary

Reporting to the Casino's General Manager, the Senior Food and Beverage Manager is responsible for motivating and leading the Food and beverage team at our Alberta properties. The focus is to provide our guests with high quality food & beverage, an aesthetically pleasing environment and outstanding customer service experience. With an keen eye for revenue generation, the manager must ensure tight systems, policies and training designed to accomplish our revenue generation and customer service goals without having to be physically present at all times. Relying on an entrepreneurial spirit and exceptional interpersonal skills this leader inspires the team to great achievements.

As the Senior Food and Beverage Manager you will be responsible for;

- Writes and maintains all standard operating procedures (SOPs); ensuring that all the staff are adhering to the SOPs and therefore providing the customers with a consistent high level of service with each visit.
- Takes a hands on approach to customer service by recognizing the opportunities that exist to build relationships with our key clients. The manager is physically present at all high (busy) times working the room and leading by example.
- Work with team members to create an experience that would entice our guest return. Works with the kitchen management team to ensure that the food being presented meets our high quality standards.
- Works with the human resources department to design and execute a basic service training program which all servers must be put through.
- Conducts on-time & accurate performance reviews using feedback and data that has been collected consistently throughout the review period.
- Recruits, manages and develops according to the employee's talents.
- Ensures a workplace that is safe, fair, free from harassment and respectful for all.
- Communication: conducts daily rounding and monthly one on one meetings with direct reports. Holds monthly departmental meetings.
- Ensuring Health & Safety requirements are met
- Bears overall responsibility for all administrative duties associated with people management (scheduling, payroll, performance reviews, etc.)
- Manages the departmental budgets, purchases, and processes invoices.

- Inventory management and control.
- Ensure operational efficiency by ensuring outlets are adequately staffed while controlling costs.
- Participates in the creation of new marketing initiatives designed to drive revenue.
- Upholds the core Gateway values.

In addition to the above skills, you will have a minimum of 3-4 years experience as either assistant manager or manager experience, minimum of 3-4years restaurant experience, previous experience with scheduling, strong customer service skills, sound understanding of cost and inventory controls, strong MS Office Skills, strong time management skills, a team player, flexible, leadership and ability to motivate the team, and conflict resolution. Preference will be given to a candidate that holds a post secondary Hospitality certification or relevant degree/experience.

Please apply in confidence, by submitting your Cover Letter and Resume to the Palace Casino via email: rwoychuk@palacecasino.com or fax: (780) 444-1155 by February 5, 2010.