



JOB DESCRIPTION



Job Title: Restaurant Supervisor	Effective Date:
Site:	Department:
Employee Signature:	Today's Date:
Department Managers Signature:	Today's Date:
Human Resources Signature:	Today's Date:

Purpose of Position:

Oversee and coordinate the planning, organizing, training and leadership necessary to achieve stated objectives in sales, costs, employee retention, guest service and satisfaction, food quality, cleanliness and sanitation.

Major Responsibilities and Duties:

Skills, Knowledge and Abilities Required:

- Understand completely all policies, procedures, standards, specifications, guidelines and training programs.
- Ensure that all guests feel welcome and are given responsive, friendly and courteous service at all times.
- Ensure that all food and products are consistently prepared and served according to the restaurant's recipes, portioning, cooking and serving standards.
- Achieve company objectives in sales, service, quality, appearance of facility and sanitation and cleanliness through training of employees and creating a positive, productive working environment.
- Control cash and other receipts by adhering to cash handling and reconciliation procedures in accordance with restaurant policies and procedures..
- Fill in where needed to ensure guest service standards and efficient operations.
- Continually strive to develop your staff in all areas of managerial and professional development.
- Prepare all required paperwork, including forms, reports and schedules in an organized and timely manner.
- Ensure that all equipment is kept clean and kept in excellent working condition through personal inspection and by following the restaurant's preventative maintenance programs.
- Oversee and ensure that restaurant policies on employee performance appraisals are followed and completed on a timely basis.
- Schedule labor as required by anticipated business activity while ensuring that all positions are staffed when and as needed and labor cost objectives are met.
- Provide advice and suggestions to Food and Beverage Manager as needed.
- Most enjoy entertaining and communication with the public
- Must be 19+
- Maintain strict confidentiality
- Any other duties that may be assigned periodically

Experience, Training, Certification and Education (demonstrating requirements):

- Be able to communicate and understand the predominant language(s) of the restaurant's trading area.
- Have knowledge of service and food and beverage, generally involving at least three years of front-of-the-house operations and/or assistant management positions.
- Possess excellent basic math skills and have the ability to operate a cash register or POS system.
- Be able to work in a standing position for long periods of time (up to 5 hours).
- Be able to reach, bend, stoop and frequently lift up to 50 pounds.
- Must have the stamina to work 50 to 60 hours per week.
- Liaise with Game-Sense Advisors as required, and promoting Game-Sense to our guests.
- Responsible for providing professional and exceptional customer service in accordance with established company standards
- Be an advocate for Superior Customer Service: Lead-By-Example and demonstrate the "Eye, Hi, See you soon", and 5 core value model during every interaction (Family, Winning, Industry, Quality, and Honesty).

- Identify opportunities to improve Operational Standards and efficiencies.
- Maintain strict confidentiality
- A passion for providing Great Experiences and Memories to our internal and external guests in the continual quest of achieving service excellence
- Ability to successfully obtain a criminal record and credit check through the Gaming Policy and Enforcement Branch (GPEB)
- Ability to successfully obtain a Serving IT Right Certificate prior to employment
- Ability to successfully obtain Anti Money Laundering Certificate within 30 days of employment

Working Conditions/Physical Requirements:

- Busy casino environment with constant loud noise constant wear of ear piece, and radio
- Ability to stand and/or walk for long periods of time, kneel, run, and bend.
- Security officers often have to handle and transport materials that are over 25lbs.