Steakhouse Restaurant Manager
POSITION DESCRIPTION

REPORTS TO:

Director of Food & Beverage

SCOPE OF POSITION:

The Restaurant Manager is responsible for the successful daily operations of the Casino Steakhouse. Key responsibilities of this position include staff training on advanced fine dining service techniques, extensive wine knowledge and comprehensive experience in restaurant leadership.

DUTIES AND RESPONSIBILITIES:

The following are examples only and are not intended to be all inclusive or restrictive; other duties may be assigned as necessary.

- Performs all functions in accordance with applicable tribal, federal, gaming regulations and Kickapoo Lucky Eagle policies and procedures.
- Ensures the highest possible standards of guest service are provided. Listens and responds to guest and employee concerns and questions.
- Assists Servers, Dining Room Attendant, Culinary Team and Hostess in exceeding the expectations of our dining guests.
- Manages the restaurants reservations system.
- The Restaurant Manager is responsible for employee scheduling, evaluations, PTO processing and daily floor section assignments.
- Ensures all opening, closing and running side work is completed on a daily basis.
- Working quickly and independently to resolve operational and/or guest issues when necessary, ensuring proper follow through and excellence in creating a memorable experience for restaurant guests.
- Provides leadership to restaurant service team through frequent training on fine dining table service, wine presentation and education on restaurant beverage menu.
- Developing and implementing cost saving and profit enhancing measures.
- Evaluating steps of service procedures, reviewing standards, identifying methods for increasing efficiency or effectiveness and responding proactively to challenges that arise.

- Works with individual service team members on service performance, techniques for improvement and provides measures to exceed restaurants expectations.

- Ensuring wine inventory par levels are maintained by calculating inventory, reviewing sales data and places orders accordingly.

- Maintains a visible presence on the restaurant floor interacting with guests and ensuring their dining experience meets the expectations.

- Provides recommendations to guests on food and wine pairings.

- Communicating pertinent information to team members by conducting monthly departmental meetings, organizing and directing pre-shift meetings on a consistent basis.

- Communicates effectively, giving direction, support, timely feedback and recognition of performance.

- Works with Director of Food and Beverage and Executive Chef on menu changes including beverage and wine menus.

- Attends and satisfactorily completes all required training as assigned and required.

- Conducts weekly walk through of dining room and kitchen area to ensure sanitation, cleanliness and equipment is operational and functioning as designed.

- Performs other duties as assigned.

REQUIRED QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily.

- Must be at least 18 years of age.

- Restaurant Manager will have extensive wine knowledge, certification as wine professional is preferred.

- Candidate will have strong leadership skills and the ability to motivate service team to deliver memorable service experience.

- Must have excellent communication skills, both written and verbal and possess current computer literacy, including restaurant reservation system and POS system. Experience with Micros is preferred.

- Ability to be present at work for assigned schedule including, nights, weekends, holidays and extended hours when required.

- Candidate is able to meet deadlines, work under pressure, handle multiple tasks and work independently.

- Experience is hiring, excellence in training and proficient in developing service oriented staff for all positions in the restaurant preferred.

- Ability to define problems, collects data, establish facts, and draw conclusions. Ability to understand complex instructions and material.

- Working knowledge of office equipment with strong skills in Microsoft Office.

SUPERVISORY RESPONSIBILITIES:

Supervises day-to-day activities; provides training, planning, assigning and directing work; interviews and hires; appraises performance, rewards, and disciples employees; corrects and approves time cards, schedules time off, and posts shift bids; and addresses complaints and resolves problems.

- Restaurant Manager supervises day-to-day activities of restaurant service team.

- Provides steps of service training, planning, assigning, evaluating and closely supervises restaurant server's performance.

- Restaurant Manager is responsible for supervising the sales performance of the restaurant service team, directing assigned duties, appraises performance, provides constructive feedback, and manages disciplining processes.

ESSENTIAL COMPETENCIES

- Critical thinking- Evaluates arguments or propositions; makes judgments that can guide the development of beliefs and taking action. Discovers a rule or principle underlying the relationship between two or more objects and applies it to solving a problem.

- Results oriented- Organizes and carry out courses of action to manage likely situations. Makes things happen and achieves practical results. Makes sacrifices and works well for big returns.

- Problem solving- Recognizes problems and devises and implements plan of action. Evaluates progress and revises plan as needed.

- Setting goals and measuring performance- Understands work requirements and improves levels of competence. Sets goals and considers strategies to select those that balance progress toward goals against unwanted costs. As the task evolves monitors and measures the accumulating effects of the situation. Uses performance measures to improve work processes.

- Managing Human Resources- Assesses knowledge and skills and distributes work accordingly, evaluates performance, and provides comments and feedback. Assesses needs and obtains training resources for workplace learning activities.

- Career counseling- Helps subordinates achieve realistic personal job goals. It includes the planning of activities to help place subordinates in appropriate jobs.

- Exercises leadership- Communicates thoughts, feelings, and ideas to justify a position. Encourages, persuades, and convinces others to maintain high standards. Uses an appropriate leadership style for different situations. Responsibly challenges the status quo. Establishes credibility through competence and integrity.

- Creates and maintains motivation- Includes activities that may help a supervisor and subordinate work together and activities which may lead to an environment conducive to efficient work.

EDUCATION AND EXPERIENCE

- High School diploma or GED required.

- Four year college degree preferred and/or minimum of five years related experience.

- Two to five years previous Food and Beverage management experience in a fine dining and high paced environment. Must have restaurant floor supervisory experience.

- Certification as wine professional preferred.

- Candidate will have alcohol awareness certification.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, decimals, and work with mathematical systems such as probability and complex statics.

LANGUAGE SKILLS:

Excellent English oral and written communication skills. Spanish or other language skills a plus.

EMPLOYMENT AUTHORIZATION:

Must be able to provide authorization to work in the United States. Required to obtain and maintain a gaming license from the KTTT Gaming Commission. Responsible to keep all documents current and valid at all times. Kickapoo Tribe or other Tribal preference preferred.

PHYSICAL & WORK ENVIRONMENTS:

The physical and work environments described here are representative of those that must be met and are encountered by an employee to successfully perform the essential functions of this job.

While performing the duties of this position, the employee is regularly required to stand, sit, walk, bend for extended periods; reach with hands and arms; talk and listen on a regular basis.

Ability to work for extended periods in an office under artificial fluorescent lighting with varying noise levels and in a smoke filled environment.

Must be able to perform under pressure, concentrate for a prolonged periods and able to work long hours under stressful conditions. Specific vision abilities include the ability to adjust vision.

The employee may be exposed to the risks associated in attempting to resolve issues with difficult guests and extremely irate staff members.