

PARAGON CASINO RESORT

Job Description

RESTAURANT MANAGER

Department:	Food & Beverage	Reports to:	Director of Food & Beverage
Job Code:	MGR08	License:	Gaming
Position Code:	MGR075	Costing:	300-3000-3001
Pay Grade:	E10	Date:	03/15/2022
EEO-1 Code:	1.2		

SUMMARY:

Responsible for ensuring efficient, effective and consistent guest service, food quality adherence and operational readiness in any restaurant assigned to. Through communicating with the team members, production of quality food and high standards of service should be constant to meet Paragon Casino and Resorts expectations of service delivery and food quality. Will serve as restaurant Manager to any venue when situational needs arrive.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Will fulfill manager position, enabling 7- day coverage for any venues assigned to. Assignment to specific venue will be based on need.
- Enforces and supports performance standards, policies, and procedures in the venue assigned to in accordance with Paragon Casino Resort's mission and objectives. Will respond in a timely manner to any and all cash handling violations with appropriate documentation if warranted.
- Responsible for complying with all food and beverage health, liquor and safety regulations; as well as all federal, state and local applicable laws.
- Responsible for the scheduling, evaluating and training of the Associates ensuring staff's compliance with all guest service standards and Company policies and procedures.
- Ensures venue operations are run in a smooth, efficient manner to ensure guests' satisfaction.
- Reviews and approves all recommendations to hire, transfer, suspend, promote, discharge, evaluate, assign and discipline all of the Associates in a fair and equitable manner.
- Maximizes cost effectiveness within the venue, by ensuring compliance with established budget, labor and revenue benchmarks.
- Responsible for compiling InfoGenisys reports as required by Department VP or Director to evaluate operational efficiencies, product sale mix and revenue trends.
- Authorized access for InfoGenisys be able to print analytical reports required to evaluate business trends in the restaurant including Associate sales reports.
- Responsible for listening to, evaluating and responding to in a timely manner any and all guest

grievances and/or complaints.

- Monitors job performances of all Associates and provides feedback on same to aid the associates in developing and enhancing skills.
- Confers with Vice President of Food and Beverage or Director concerning operational deficiencies and areas in need of attention. Completes objectives or assignments in a timely professional fashion.
- Sets priorities for all supervisors in assigned venue and provides assistance as needed.
- Assists with training in all aspects where assigned venue is concerned.
- Continually monitoring the beverage draft sale mix, seasonality of products offered and rotation of product based on popularity and market trends as it relates to 42 draft selection and offerings if applicable.
- Will compile a robust beer tasting program (flights) allowing guests, and associates, to have the ability to sample multiple draft and/or bottle products to enhance revenue and attain knowledge of products being offered if applicable.
- Manager will quarterly develop a craft bar cocktail program to compliment seasons, trends and/or specific liquor brands (Bourbons, Whiskeys, Vodka's, etc.) to compliment the craft beer distinction if applicable.
- Manager will confer with VP or Director to jointly develop a draft program that may include a rewards program for participation in beer tasting events, samplings and the like to encourage return/repeat visitation if applicable. This may also apply to wine tasting and wine pairing dinners if applicable.
- It will be the Manager's sole responsibility to maintain a level of exceptional cleanliness throughout all levels of the operation as it relates to both public view and back of house operations in any venue assigned to.
- Manager may, with VP or Director approval, solicit the assistance of local and State liquor, beer and wine sales representatives to participate in social tastings of new products available to enhance the commitment to a craft beer/bar environment.
- Manager, along with Executive Chef and department VP or Director, will monitor menu sale mix and develop a quarterly plan to "freshen up" menu selections, analyze COGS and recommend changes to adhere to budgeted COGS.
- Manager will develop a sales incentive for staff to enhance draft/food sales through a program that tracks staff's ability to promote and sell pre-selected draft beers/flights/food menu items to generate additional outlet revenue. Any sales incentive program must first be approved through the Director or VP of Food and Beverage.
- Performs other duties as assigned.

Paragon Casino Resort requires all Associates to consistently:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- Exceed Guests expectations with quality and friendly service.
- Treat all Associates and Guests with respect, dignity, integrity and sensitivity.
- Provide a safe working environment by complying with safety rules and reporting potential hazards.

- Comply with company performance standards and departmental policy and practices.
- Demonstrate pride and professionalism for the property, its goals and the Associate Pledge.
- Support training and development for all Associates.
- Communicate and share ideas, concerns and explain “Why” behind decisions.
- Maintain a consistent, regular attendance record.

SUPERVISORY RESPONSIBILITIES:

Directly supervises all team members assigned to the venue, including Supervisors, for meeting Paragon Casino and Resorts standards of operations guidelines.

REQUISITE QUALIFICATIONS:

The requisite qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Four (4) year college degree preferred. Five to seven years of restaurant management experience required, preferably in a high volume, bar centric environment that is geared towards bar and craft cocktail genre. Must have opened as lead project manager and/or assisted in the opening of no less than 4 Casino restaurant/bar/hospitality operations, from project development to opening. Candidate must have been solely responsible for the hiring, training, development of staff to include the writing of operating standards manuals, bar recipes and menu, and has participated and/or directly lead the pre-opening training schedule for same. Five years minimum gaming supervisory experience required. Experience in opening assorted venues, as well as playing a role in the construction format of opening restaurant/beverage department in a casino environment is required. Management of high volume Buffets, Ala Carte restaurants, quick service, casino beverage department, Steak House or Fine Dining operational experience is a prerequisite.

Qualifications: Strong organizational and interpersonal skills required.

Venue Managers are expected to assume and may be assigned by Director or VP of Food and Beverage to other venue Manager responsibilities for prolonged periods of time to keep themselves familiar with all restaurant structure and possible changes that occur throughout the year.

Must apply for, be granted and retain a valid Tribal Gaming License and State Gaming Certification during their employment with Paragon Casino Resort. Must understand and abide by all regulations as stated in the Tribal-State Compact.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of guests or Associates of the organization.

Mathematical Skills: Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Physical Demands: The physical demands described here are representatives of those that must be met by an Associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the Associate is regularly required to talk or hear. The Associate is also regularly required to stand for long periods of time; walk; sit; and use hands to finger, handle or feel objects, tools, or controls. The Associate is occasionally required to reach with hands and arms, and to sit; climb or balance; and stoop, kneel, crouch or crawl.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an Associate encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually loud. The casino environment is usually smoky.