



JOB DESCRIPTION

Job Title: Food & Beverage Manager

Department: Food & Beverage

Reports To: Food & Beverage Director

About us

South Beach Casino & Resort is a leading company in the gaming and entertainment industry. As a legendary award-winning world-class resort, South Beach Casino & Resort offers a culture of gracious hospitality and comfort, featuring expansive food, beverage, and gaming offerings.

Job Summary

The F & B Manager works with the Director to ensure that all needs in the department; are met. This position manages, supervises, and leads the restaurant and lounge staff, oversees operations, and ensures; customers have been taken care of according to South Beach Casino & Resort standards. Additionally, the Manager will be required to serve guests and patrons for ultimate and overall customer service.

Essential Duties and Responsibilities

- Ensures and promotes positive customer relations by providing prompt, courteous and efficient service to patrons personally and by all servers or bartenders and support staff
- Greets patrons and guests, presents menu, answers question, makes suggestions and processes payment
- Observes guests and personnel to respond to any additional requests or concerns
- Deals with guest concerns promptly with professionalism
- Provides training, development, and coaches restaurant and lounge personnel as needed
- Assists with all support functions like brewing coffee and replenishing supplies
- Coordinates the daily work schedule for the serving and bussing staff, including adjusting schedules based on business needs and demands
- Processes payroll maintains employee files and plans vacation time accordingly
- Helps with performance review process by providing strengths and opportunities of servers, support staff and bartenders
- Conducts disciplinary action and conversations as needed and promptly
- Assists with special events and holidays
- Communicates with the Director regularly on operations, entertainment, and personnel issues
- Stays up to date on marketing initiatives
- Provides feedback on trends or concerns with menu items
- Fills stock and rotates product as needed, including buffet line
- Directs and conducts light housekeeping duties and advises Casino Housekeeping of deep cleaning needed
- Communicates regularly with the kitchen team on menu items and food orders
- Upholds company policies and procedures while ensuring provincial laws are adhered to and practiced
- Other duties as deemed necessary or as directed for the overall success of the department



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Supervisory Responsibilities

The Manager in absence of Director, supervises the team of servers, bartenders, and support staff for overall customer satisfaction of food and beverage service. The Manager ensures service is carried out accordingly to applicable laws and policies by training, coaching and leading employees. The Manager directs daily operations by assigning sections, work, and tasks equitably and fairly and following up on overall service levels.

Qualifications and Requirements

A minimum of two (2) years of serving in a fast-paced, high-volume environment is required. Ideally, have prior Manager experience in a restaurant or lounge. Proven superb customer service skills highlighted with the communication skills you understand overall business goals with the ability to make decisions in a stressful environment is necessary. Preferably you have experience with MICROS, Microsoft Office programs and time and attendance management systems. Attention to detail, strong work ethic and ability to lead a team; are essential.

The incumbent must obtain and maintain "Smart Choices" Certification. Must obtain and maintain approval from the Liquor, Gaming and Cannabis Authority of Manitoba.

Benefits

- Competitive Salary
- Dental care
- Vision care
- Health care
- Employee assistance program
- Wellness program
- Pension Plan

Wages: \$50,000.00 to \$60,000.00

How To Apply

Please send your Cover Letter & Resume the following:

- Apply online at <https://www.southbeachcasino.ca/careers/>
- Email at: hr@southbeachcasino.ca
- Fax: (204)766-2266
- Mail: PO BOX 777 Scantebury, MB R0E1W0
- In-Person at the Hotel

We seek diversity in our workplace. Indigenous Persons, Women, Visible Minorities, and Persons with a disability are encouraged to self-declare on their resume or cover letter.

Thank you to all applicants however only those selected for an interview will be contacted.