

GRAND CASINO HINCKLEY

GRAND PROVISIONS MANAGER

DEPARTMENT: FOOD & BEVERAGE

EXEMPT (Y/N): YES

SALARY GRADE: E10

REPORTS TO: F&B DEPARTMENT HEAD

SUMMARY:

Responsible for ensuring maximum guest service and satisfaction, by orchestrating, through the Provisions team, production of quality food and high standards of service.

MEETING PERFORMANCE EXPECTATIONS:

To perform this job successfully, an individual must be able to perform **each essential duty** satisfactorily. Responsibilities listed below are representative of the knowledge, skills and/or ability needed to effectively execute this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

ESSENTIAL DUTIES OF THE POSITION:

- Directly supervises Supervision team and indirectly supervises Frontline team.
- Ensure venue floor operations are run in a smooth, efficient manner; monitors Provisions display continually to ensure Guests' satisfaction.
- Ensure all Associates have proper training in accordance with Mille Lacs Corporate Ventures' policies and procedures.
- Review financial statements: forecast revenue and labor figures for department.
- Responsible for maintaining open communication throughout the Food and Beverage department and within the venue.
- Responsible for listening to, evaluating and assuring control of guest grievances.
- Ensures the performance of all venue Associates meets or exceeds Mille Lacs Corporate Ventures' standards.
- Review and approve all recommendations and suggestions to hire, transfer, suspend, promote, discharge, evaluate, assign and discipline all venue Associates in a fair and equitable manner.
- Communicate with the Food & Beverage Department Head concerning operational deficiencies and areas in need of attention.
- Ensures venue cleanliness, maintenance and operations efficiencies are meeting set expectations.
- Ensure accurate Monthly inventory.
- Set priorities for all supervisors and provides assistance as needed.
- Participate in development of new menu ideas, daily specials, and promotions. Taking under consideration venue budget, food cost, perceived and Guest satisfaction.
- Knowledge of all State Health Department regulations and ensures all conditions and standards are met.
- Knowledge of Grand Casinos' internal controls, policies and procedures.
- Responsible for complying with all food and beverage health and safety regulations; as well as all federal, state, and local applicable laws.
- Responsible for the scheduling, evaluating and training of venue Associates ensuring staff's compliance with all service standards.
- Perform other duties as assigned.

THE COMPANY REQUIRES EVERY ASSOCIATE TO:

- *Maintain a consistent and regular attendance record.*
- *Encourage mutual respect among associates by setting positive examples.*
- *Maintain a professional reputation in the company and community.*

QUALIFICATION REQUIREMENTS:

EDUCATION and/or EXPERIENCE:

- Must have six (6) years progressive related Food & Beverage operations experience with four (4) years of Supervisory/Managerial experience required and/or an equivalent combination of education and experience, preferably in the hospitality industry with emphasis on Food & Beverage.

SPECIAL QUALIFICATIONS:

- Must be computer-literate with specific proficiency in Microsoft applications.
- Must be able to secure appropriate licensing from the gaming commission.
- Previous kitchen management experience required.
- Knowledge and full understanding of financial planning, profit and loss statements, and budget forecasting.
- Serv-Safe Certification preferred (Certification is required within one (1) year of placement).
- Alcohol Awareness Certification preferred (CARE Certification is required within three (3) months of placement).
- Must be able to pass company pre-employment Drug and Alcohol test.
- Mille Lacs Band Member and American Indian preference will be exercised in the hiring process.
- Responsible for following all relevant Detailed Gaming Regulations (DGR'S).

LANGUAGE SKILLS:

- Must be able to effectively communicate in one-on-one and small group situations. Must be able to read, interpret and apply instructions and technical terminology furnished in written, oral or diagram form.

MATHEMATICAL SKILLS:

- Must be able to add, subtract, multiply and divide in all units of measure, using whole numbers, percentages, common fractions, and decimals.

REASONING ABILITY:

- Must be able to apply commonsense understanding to a variety of situations, in order to collect data, analyze facts, and determine appropriate response.

PHYSICAL DEMANDS:

While performing the duties of this job, the Associate is regularly required to:

- Talk and hear;
- See and adjust focus to include close, distance, depth, and peripheral vision;
- Stand, walk, run, sit, balance, stoop, kneel, climb, crouch and/or crawl;
- Handle objects, tools and controls; reach with arms and hands.
- Lift and/or move objects weighing up to fifty (50) pounds.

WORK ENVIRONMENT:

While performing the duties of this job, the Associate is regularly exposed to:

- A low-to-moderate noise level (offices).
- A moderate-to-loud noise level (public areas).
- Second-hand cigarette/cigar smoke.
- Moving mechanical and/or electrical components.
- Chemical solutions such as cleaning, and polishing compounds.