

PARAGON CASINO RESORT

Job Description

BANQUET / BEVERAGE MANAGER

Department:	Food & Beverage	Reports to:	Director of Food & Beverage
Job Code:	MGR08	License:	Gaming
Position Code:	MGR036	Costing:	300 3010 3016
Pay Grade:	E10	Date:	8/15/24
EEO-1 Code:	1.2		

SUMMARY:

Responsible for ensuring maximum guest service and satisfaction, by orchestrating, through the Banquet and Beverage team, production and service of quality food and providing Paragon Casino Resort's standard of excellence in all phases of banquet service and in full accordance with all operational policies and procedures, gaming regulations and ABC regulations. May serve as Relief Restaurant Manager to all Venues.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Fills in as relief manager, enabling 7-day coverage for all venues. Assignment to specific venue will be based on need.
- Responsible for the coordination of all Banquet Events for on and off site locations ensuring room set up and food and beverage service meets Guest satisfaction.
- Ensures performance standards, policies, and procedures in the Banquet department in accordance with Paragon Casino Resort's mission and objectives.
- Responsible for coordinating the fulfillment of Banquet event orders as requested.
- Responsible for complying with all food and beverage health, liquor and safety regulations; as well as all federal, state, and local applicable laws.
- Maintains sanitary standards in all work areas and for all Banquet and Beverage equipment.
- Responsible for the scheduling, evaluating, and training of all Banquet associates ensuring the staff's compliance with all Paragon Casino Resort's Guest service standards.
- Assists Beverage Shift Supervisor or Banquet Captain with scheduling of associates and ensures correct staffing levels and adjustment are made in accordance with guest needs.
- Ensures Banquet floor operations are run in a smooth, efficient manner ensuring Guest satisfaction.
- Reviews and approves all recommendations and suggestions to hire, transfer, suspend, promote, discharge, evaluate, assign, and discipline all Banquet and Beverage-associates in a fair and equitable manner.
- Maximizes cost effectiveness within Banquet and Beverage Service Department by ensuring compliance with established budget, labor and revenue benchmarks.

- Attends and participates in sales and pre-convention meetings as required.
- Responsible for listening to, evaluating and assuring control of Guest grievances.
- Monitors job performances of all Banquet and Beverage associates and provides feedback on same to aid the associates in developing and enhancing skills.
- Confers with the Director of Food and Beverage concerning operational deficiencies and areas in need of attention.
- Reviews financial statements; forecasts revenue and labor figures for Beverage and Banquet department; maintain proper inventory control.
- Responsible for polling IG sales daily using F&B system to allow for menu mix importation which will provide information needed for ideal food cost reports.
- Maintains current knowledge of local jurisdiction gaming laws (federal, state, compact, etc.) and attendant regulations as well as Paragon Casino Resort's internal controls, policies and procedures.
- Assists with training in all aspects whereas assigned venue is concerned.
- Sets priorities for the Banquet Captains providing assistance as needed.

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 Banquet Captain and all Beverage Supervisors indirectly supervises all Banquet associates.

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-year college degree preferred. Five to six years Banquet management operations experience or five to eight years in Food Service management experience required. Formal and informal table setting etiquette required. Two to three years Beverage experience preferred.

Qualifications: Strong computer skills required with proficiency in Office 2003/2007 or any current version of Office, Adobe 7.0 or higher. Ability to understand the intricacies of Food and Beverage Operations including Point of Sales Applications, strong organization and management skills.

Venue Managers are expected to assume and may be assigned 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 have understanding of and abide by all regulations as stated in the Tribal-State Compact.

Language Skills: Ability to read and interpret document such as safety rules, operating and maintenance instruction, 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 for 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 use hands to finger, handle or feel objects, reach with hands and arms; and talk or hear. The Associate frequently is required to stand or walk.

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 encounters 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 moderate to loud. The casino environment is usually smoky.