

# PARAGON CASINO RESORT

## Job Description

### BEVERAGE SHIFT SUPERVISOR

<b>Department:</b>	<b>Food &amp; Beverage</b>	<b>Reports to:</b>	<b>Beverage Manager</b>
<b>Job Code:</b>	<b>SSV02</b>	<b>License:</b>	<b>Non-Gaming</b>
<b>Position Code:</b>	<b>SSV001</b>	<b>Costing:</b>	<b>300 3500 3502</b>
<b>Pay Grade:</b>	<b>E6</b>	<b>Date:</b>	
<b>EEO-1 Code:</b>	<b>5</b>		

#### **SUMMARY:**

Responsible for the supervision of all Beverage Servers and Bartenders ensuring operational standards and guests services are in accordance with Paragon Casino Resort's policy and procedures and Gaming regulations. May serve as Relief Supervisor to all Venues as assigned by Senior F&B Management.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

- Responsible for the supervision and training of Beverage Servers and Bartenders on an assigned shift.
- Ensures smooth and efficient service throughout all beverage facilities in the Casino.
- Conducts shift meetings with Beverage Servers and Bartenders assigning stations and facilitating the flow of information throughout the department.
- Handles all Associate relation issues as needed.
- Supervises and reports to the Manager all associate call ins and scheduling conflicts to ensure a property cost effective staffing level.
- Promotes outstanding guests services throughout the Casino resolving any guests dispute promptly and in a courteous manner.
- Maintains current knowledge of all State alcohol and gaming regulations and ensures adherence.
- Makes recommendations and suggestions to hire, suspend, transfer, discipline and terminate.
- Performs other non-gaming 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 Beverage 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:** High school diploma or general education degree (GED) required. **Two years** beverage serving experience in a gaming environment preferred. Thorough knowledge of ABC and CC regulations.

**Qualifications:** Strong interpersonal and communicational skills required.

**Must apply for, be granted and retain a valid Tribal Gaming License 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 documents 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 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 use hands to finger, handle or feel objects, reach with hands and arms; and talk or hear. The Associate frequently is required to stand and walk.

The Associate is regularly required to lift and push from twenty-five (25) pounds to fifty (50) pounds. Must be able to operate beverage cart (containing bottle water, beer, ice) for length of shift.

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 loud. The casino environment is usually smoky.