



POSITION AVAILABLE:

JOB TITLE: Food & Beverage Manager

OPENING DATE: November 19, 2025

CLOSING DATE: Until Filled

EXEMPT: No	REPORTS TO: General Manager
SUPERVISORY: Yes	SALARY: DOE
DEPARTMENT: Restaurant	

A Food & Beverage Manager oversees all aspects of food and beverage operations at Prairie Wind Casino, maintaining high quality service, effective cost management and guest satisfaction in hospitality settings.

Duties and Responsibilities

- Assists in the ordering of F&B supplies, cleaning supplies and uniforms.
- Supervises daily Food and Beverage (F&B) shift operation and ensures compliance with all F&B policies, standards and procedures.
- Supports and supervises an effective monthly self-inspection program.
- Operates all department equipment as necessary and reports malfunction.
- Supervises staffing levels to verify that guest service, operational needs, and financial objective are met.
- Encourages and builds mutual trust, respect, and cooperation among team members.
- Understands employee positions well enough to perform duties in employees' absence.
- Develop specific goals and plans to prioritize, organize, and accomplish your work.
- Monitors and maintains the productivity level of employees.
- Verifies that all team members/supervisors understand the brand specific philosophy.

- Maintains the operating budget and verifies that standards and legal obligations are followed.
- Assists Team Members in understanding ever-changing needs and expectations, and how to exceed them.
- Celebrates and fosters decisions that result in successes as well as failures.
- Communicates areas that need attention to staff and follows up to ensure understanding.
- Coordinates cleaning program in all F&B areas (e.g., General clean), identifying trends and making recommendation for improvements.
- Establishes and maintains open, collaborative relationships with employees.
- Creates and nurtures a property environment that emphasizes motivation, empowerment, teamwork and passion for providing service.
- Responsible for calculation of Plate Margins and Pricing Strategy.
- Knowledgeable of Sysco Systems and Operating Protocol.
- Follows property specific second effort and recovery plan.
- Stays readily available/ approachable for all team members.
- Demonstrates knowledge of the brand specific service culture.

Providing Exceptional Customer Service

- Provides services that are above and beyond for customer satisfaction and retention.
- Improves service by communicating and assisting individuals to understand guest needs, providing guidance, feedback, and individual coaching when needed.
- Serves as a role model to demonstrate appropriate behaviors.
- Manages day-to-day operations, verifying the quality, standards and meeting the expectations of the customers daily.
- Takes proactive approaches when dealing with guest concerns.
- Sets a positive example for guest relations.
- Stays readily available/ approachable for all guests.
- Reviews comment cards and guest satisfaction result with employees.
- Responds in a timely manner to customer service department request.

Managing and Conducting Human Resource Activities

- Provides guidance and direction to subordinates, including setting performance standards and monitoring performance.
- Administers the performance appraisal process for direct reports.
- Conducts hourly employee performance appraisals according to PWC guidelines.
- Communicates performance expectations in accordance with job descriptions for each position.
- Verifies that employees are treated fairly and equitably. Strives to improve employee retention.
- Identifies the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.
- Interviews and hires management and hourly employees with the appropriate skills to meet the business needs of the operation.

- Manages beverage purchasing and control procedures and ensures staff is trained accordingly.
- Observes service behaviors of employees and provides feedback to individuals and or managers.

Additional Responsibilities

- Provides information to supervisors and co-workers by telephone, in written form, e-mail, or in person.
- Provides guidance and direction to subordinates, including setting performance standards and monitoring performance.
- Analyzes information and evaluates results to choose the best solution and solve problems.
- Performs hourly job function if necessary.
- Extends professionalism and courtesy to team members at all times.
- Comprehends budgets, operating statements and payroll progress report.
- Performs other duties, as assigned, to meet business needs.

QUALIFICATIONS:

- Must pass an alcohol and drug test.
- Possess a valid Drivers License.
- Apply for and obtain an OST support Gaming License.
- Have a High School Diploma or GED.
- Must have current Food Handlers certificate.
- Must obtain Serv Safe certificate.
- Minimum of five years' experience in the Food & Beverage Industry preferred, emphasis on fine dining and Banquet preparation
- Minimum of an associate's degree in business preferred.
- Minimum of three years of supervisory experience.
- Have a verifiable reference from previous employer.
- Have proper documentation if applying for Indian Preference.
- Have DD-214 if applying for Veteran Preference.

To explore these opportunities further, please inquire at Prairie Wind Casino
Human Resources Department at 867-8923.