

## Career Opportunity

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<b>Title</b>	Food & Beverage Assistant Manager – Staff Accommodation Provided if Required
<b>Wages</b>	\$50,000 - \$60,000 / Annual (Competitive salary plus Bonus)
<b>Job Types</b>	Full Time
<b>Schedule</b>	Shift (Morning, Evenings, Holidays, Weekdays/Weekends as needed)
<b>Department</b>	Food & Beverage
<b>Reports To</b>	Food and Beverage Manager

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### Position Summary:

We are excited to have a fresh new take on the food and beverage department with a new leadership team.

The Assistant Manager Food & Beverage contributes to the overall success of the food and beverage outlets of the Resort, providing direction, supervision and training to F&B employees. The Assistant Manager works closely with and reports to the Sr. Manager, Food & Beverage while closely working with other Resort departments, including Banquets, Hotel, Casino & Event Centre. The Assistant Manager is an integral part of the Stoney Nakoda Resort & Casino team.

### Key Accountabilities:

- Oversee the daily operations for all F&B Outlets, ensuring food & beverage service standards are delivered to the highest levels in accordance with Resort policies & procedures.
- Delegate appropriate tasks and supervise staff during shift, monitor workloads and step in to assist as required.
- Ensure every guest is handled with the highest level of professionalism delivering responsive, friendly, and courteous service; ensuring complaints are dealt with quickly and efficiently.
- Provide instruction and coaching for staff members to increase revenue through up-selling techniques and to improve service execution and performance; ensuring staff have the proper tools to discharge their duties effectively and efficiently.
- Supports consistent communication between the front and back of house staff to ensure effective cooperation to execute service.
- Provides input on employee performance to the Senior Manager, F&B.
- Follow all Resort policies and procedures and ensure service and staff are following AGLC and AHS Policies and Guidelines.
- Review staff cash outs to ensure completeness and accuracy of sales and tender settlements in accordance with Resort policies and procedures.
- Assist with the daily management of Food and Liquor Inventory Systems and month-end Inventory
- Assist with procurement of supplies, sundries and equipment required to operate department effectively.
- Assist with other initiatives or duties as required.

## **Education and Qualification Requirements:**

- Demonstrated success in organizing and executing events of varying scale and complexity
- Exceptional leadership, communication, organizational skills and multitasking skills
- Ability to motivate a diverse team in a fast-paced, high-pressure environment and critical thinking skills
- Strong problem-solving abilities and a proactive approach to guest service and hospitality excellence
- Passion for creating memorable moments and exceeding guest expectations
- Proven ability to lead, train, and inspire a diverse team
- Criminal Record Clearance mandatory
- AGLC Certification's (mandatory): ProServe, Protect and Reel Facts (VLT)
- Experience; in banquet, catering or hospitality setting
- Supervisor: 3 years (mandatory)
- Management: 1 year (preferred)

## **Work Environment Considerations**

Casual Dining and Lounge environment, non-traditional work hours, standing and walking for long periods of time; lifting and carrying

## **Special Working Conditions**

The Company is committed to sound internal control policies and practices. Every team member will follow the internal control practices required of their position and department. Every team member will follow and support the Core Values, Mission and Guiding Principles of the Stoney Nakoda Resort.

## **Compliance Requirements**

- Every team member must comply with all requirements of the corporate policies
- Every team member will be familiarized with the business process documentation and internal control objectives related to their position, and how their job description aligns with specific internal control activities for which they are responsible.
- Adhering to all company and regulatory policies as they relate to functions of the position.

## **Licensing or Certification Requirements**

For positions that require special certification, the appropriate level of certification will be maintained.

## **Benefits:**

- Group Benefits including:
  - Dental care
  - Extended health care
  - Life insurance
- On-site parking
- Staff Food Discount

Please submit resume to:

By email at [careers@stoneynakodaresort.com](mailto:careers@stoneynakodaresort.com), in person at 888 Nakoda Way, Kananaskis, AB or check out our Website at <https://www.stoneynakodaresort.com/careers>