



# Ho-Chunk Nation

## Job Description



<b>TITLE:</b> Fine Dining Restaurant Manager		<b>JOB CODE:</b> FDRM
<b>BUSINESS</b>		<b>EEO:</b> 5
<b>EXEMPT</b>	<b>FLEX</b>	<b>PAY GRADE:</b> 16
<b>FUNDING SOURCE:</b> NPD		<b>HO-CHUNK PREFERENCE</b>

*"All employees are subject to the Drug, Alcohol and Controlled Substance Policy."*

*All employees will be required to attend orientation or training to attain knowledge of the history, culture and traditions of the Ho-Chunk Nation – Resolution 08-20-13K*

### **POSITION OVERVIEW**

The Fine Dining Restaurant Manager provides leadership, supervision, and coordination for the assigned venue for front and back-of-house operations. The Fine Dining Restaurant Manager will ensure the front-of-house meets all service standards and that the back-of-house meets restaurant standards for both the preparation and presentation of menu items. The Fine Dining Restaurant Manager will support, build, and sustain a culture of respect, enthusiasm, kindness, and cooperation, which ultimately enhances every interaction for our guests and employees; customer service is our top priority both internal and external guests.

### **PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES**

1. Oversees food preparation, ensuring food is prepared safely, efficiently, and consistently according to restaurant standards and consistently operates according to all applicable health, safety, and hygiene codes and standards.
2. Ensures customer satisfaction with all aspects of the restaurant and dining experience daily.
  - a. Respond to all customer comments and concerns with a 90% customer return rate.
3. Handles customer complaints, resolving issues diplomatically and courteously.
  - a. Maintain Guest Service policy ratio at a positive to negative ratio of 3:1 on comment cards.
4. Ensure daily compliance with alcoholic beverage regulations.
5. Estimates food and beverage costs regularly.
6. Manages inventory and purchases food and supplies.
7. Conducts daily inspection of restaurant and equipment to ensure compliance with health, safety, food handling, and hygiene standards.
8. Periodically evaluates restaurant equipment for repairs and maintenance; schedules for service.
9. Collaborates with chefs to develop menus.
10. Provides leadership, team building, and training for all restaurant employees.
11. Responsible for the restaurants' profitability by managing controllable costs such as cost of goods sold, payroll, and other operating expenses.
12. Completes or reviews all fine dining team members annual and probationary reviews 10 days prior to review dates.
13. Handles non-disciplinary actions, and recommends disciplinary action following restaurant policy and the Employee Relations Act, as required.
14. Prepares and submits operations reports and other documentation requested by property leadership.
15. Collaborates with the chefs to design innovative, appealing, and complementary menu items.
16. Performs other duties as assigned.

### **JOB RESPONSIBILITY**

Job Reports to	See Organizational Chart
Leadership Accountability	Develops policy and strategic plans.
Supervisory Accountability	Supervises professionals and non-managers. Supervises associates below supervisory level.



Organizational Accountability	Manages department. Manages sub-unit of a department. Manages work group within a sub-unit of a department.
Financial Accountability	Manages operating budget. Approves expenditures. Monitors expenditures.
Customer Accountability	Interfaces with officials and executives. Interfaces with outside customers. Interfaces with inside customers.
Freedom to Act	Sets broad policies and objectives. Operates with significant independence. Subject to general input from supervisor. Subject to review by supervisor.

**MINIMUM QUALIFICATIONS**

**EDUCATION:**

1. A High School Diploma or equivalent is required.
2. A bachelor's degree in Business or Culinary Arts is required. An associate's degree and two (2) years' of experience or four (4) years' of relevant experience may be supplemented in place of post-secondary education.
3. Sommelier level one certification is preferred.

**ESSENTIAL:**

1. All employees are subject to the Criminal and Background restrictions of the Ho-Chunk Nation. Must not be convicted for a crime of moral turpitude, including theft.
2. ServSafe Manager required within 90 days of regular employment.
3. Must demonstrate financial understanding, including the ability to read and analyze financial statements, and demonstrate proficiency in menu engineering.
4. Must demonstrate technological capabilities in Microsoft Office Applications, point-of-sale systems, and other restaurant and business technologies.

**EXPERIENCE:**

1. Relevant experience or training may be demonstrated via degree or certificate, completion of apprenticeship, or other experience necessary to become trained as a highly skilled business leader.
2. Minimum of two (2) years' of experience working in a full-service restaurant, fine dining preferred.

**KNOWLEDGE, SKILLS, ABILITIES REQUIRED**

1. Strong supervisory and leadership skills.
2. Excellent interpersonal skills with a focus on guest service.
3. Excellent time management skills.
4. Excellent organizational skills and attention to detail.
5. Familiarity with food handling, safety, and other restaurant guidelines.
6. Proficient with Microsoft Office Suite or related software.

**WORK PLACE RESPONSIBILITY**

1. Maintains a safe and healthy workplace environment.
2. Supports a culture of respect, enthusiasm, kindness, and cooperation.
3. Ensures all department employees receive appropriate training and coaching and understand procedures to do their assigned work safely.
4. Adheres to all regulations, policies, procedures, and laws set forth by the department, facility, the Ho-Chunk Nation, and regulatory agencies.

**WORKING CONDITIONS**

1. Must be able to work in a loud, fast-paced environment.
2. Able to work varied hours and shifts, including evenings and weekends, as needed.
3. See the physical demands worksheet.