



Vacancy Announcement

Title: Food & Beverage Supervisor

Reports To: Director of Food & Beverage

Location: Yreka, CA

Salary: \$24.00 - \$32.00 per hour, (DOE)

Classification: Full Time, Regular, Non-Exempt, Non-Entry Level

Summary:

The Food and Beverage Supervisor is responsible for overseeing the daily operations of Food and Beverage service areas, including the restaurant, bar, and gaming floor beverage service. This position supports the Director Food and Beverage by supervising team members, ensuring service standards are consistently met, and maintaining a high level of guest satisfaction. The Supervisor provides leadership, coaching, and operational support to staff while ensuring compliance with all company policies, health regulations, and gaming requirements. The role requires strong communication, organizational skills, and the ability to maintain a positive and efficient work environment in a fast-paced hospitality setting.

Application Deadline: *Open Until Filled*

Applications are available at all Tribal Offices or on the Internet at www.rainrockcasino.com, just click on the tab for Rain Rock Casino. The Karuk Tribe's **(TERO) Preference and Drug & Alcohol Policy** apply. If selected applicants must successfully pass a drug screening test and be willing to submit to a criminal background check.

Job descriptions are available online at: www.rainrockcasino.com or by contacting the Human Resource Department, Telephone (530) 777-RAIN, Address: 777 Casino Way, Yreka, CA 96097, Email: hr@rainrockcasino.com



Position Description

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Responsibilities:

1. Supervise daily Food and Beverage operations across all service areas including restaurant, bar, and gaming floor beverage service.
2. Ensure all guests receive prompt, courteous, and professional service consistent with company hospitality standards.
3. Lead, coach, and support Food and Beverage team members to maintain high performance and service excellence.
4. Monitor staff performance and provide guidance, training, and feedback to ensure service quality and operational efficiency.
5. Assist in scheduling staff and coordinating shift assignments to ensure adequate coverage during all operating hours.
6. Conduct pre-shift meetings to communicate daily priorities, menu updates, promotions, and operational expectations.
7. Ensure compliance with all health, safety, sanitation, and responsible alcohol service standards.
8. Monitor food and beverage quality, presentation, and service timing to ensure consistency and guest satisfaction.



9. Address guest concerns or service issues professionally and promptly to ensure a positive resolution.
10. Assist with inventory monitoring, product rotation, and supply management to maintain proper stock levels.
11. Support opening and closing procedures including cash handling, shift reports, and operational readiness.
12. Maintain cleanliness and organization of all Food and Beverage service areas.
13. Ensure compliance with all Tribal Gaming regulations related to alcohol service and casino operations.
14. Promote a positive team environment that encourages collaboration, accountability, and strong guest service.
15. Assist with onboarding and training new team members on service standards and departmental procedures.
16. Provide guests with information regarding property amenities, promotions, and Players Club benefits when appropriate.
17. Maintain effective communication with management and other departments to ensure smooth operations across the property.
18. Complete administrative duties, reports, and documentation as required by the Director of Food and Beverage.
19. Perform other duties and responsibilities as assigned by management.

Working Conditions & Environment:

1. Work is performed in a fast-paced casino and hospitality environment.
2. The work environment may include loud noise from gaming machines, music, and guest activity.
3. Exposure to secondhand smoke may occur in designated gaming areas.
4. Position requires standing and walking for extended periods of time.
5. Must be able to lift and carry items weighing up to 30 pounds.
6. Must be able to work all shifts including evenings, weekends, and holidays.
7. Requires frequent interaction with guests, team members, and management in a high-traffic environment.

Level of Authority & Restrictions:

1. Supervision of all front of house team members in the Food and Beverage department.



Minimum Requirements:

1. Must be at least 21 years of age.
2. High School Diploma or GED required.
3. Two (2) years' work experience in food and beverage or hospitality operations.
4. One (1) year in a lead or supervisory capacity.
5. Casino experience preferred.
6. Must possess and maintain a current Food Handler's Card as required by local health regulations.
7. Must possess and maintain a valid Responsible Beverage Service (RBS) certification in accordance with California ABC requirements.
8. Must be able to communicate effectively in English, both verbally and in writing, in order to interact with guests and team members.
9. Strong customer service skills with the ability to interact professionally and courteously with guests and coworkers.
10. Ability to follow written and verbal instructions and carry out assigned tasks with attention to detail.
11. Ability to work in a fast-paced environment while maintaining professionalism and service standards.
12. Must demonstrate reliability, strong work ethic, and the ability to work independently as well as part of a team.
13. Basic math skills required for handling guest payments and operating a cash bank.
14. Previous customer service or food and beverage experience is preferred but not required; on-the-job training will be provided.
15. Must have a Tribal Gaming License (or the ability to obtain and maintain a license) as a requirement for this position.
16. Must be legally authorized to work in the United States.
17. Must successfully pass a pre-employment drug screening and criminal background check.
18. Must comply with all company policies, gaming rules and regulations, including confidentiality requirements and workplace conduct standards.
19. Indian Preference will be observed in accordance with Tribal hiring policies.

Tribal Preference Policy:

In accordance with the TERO Ordinance 93-0-01, Tribal Preference will be observed in hiring.



Veteran's Preference:

It shall be the policy of the Karuk Tribe and Rain Rock Casino to provide preference in hiring to qualified applicants claiming Veteran's Preference who have been discharged from the United States Armed Forces with honorable and under honorable conditions.

Acknowledgement:

I hereby acknowledge that I have read and reviewed this Job Description with my Team Leader. I also acknowledge that I have full and complete understanding of this Job Description and agree to the above noted Duties, Responsibilities, Requirements and Conditions.

Team Member Name

Signature

Date

Team Leader Name

Signature

Date