



Shift Manager – 24 Hour Cafe * Resorts World Catskills Monticello, NY

Overview: Resorts World Catskills is seeking Shift Manager - 24 Hour Cafe in Monticello, NY.

The Shift Manager responsibilities:

Works as a member of a cohesive management team that supports each other's decisions and presents a united front to the staff.

Functions as a role model to staff as well as to junior managers.

Takes an active role in developing frequent diners through vowing to do whatever is necessary to ensure the return of every guest and to instill this philosophy in every employee.

Develops new ways to increase guest counts.

Ensures effective recruitment, hiring, training, recognition, coaching and counseling and other personnel related matters are being handled appropriately throughout the departments.

Works with the management team to determine appropriate staffing levels.

Operates with an awareness of staffing trends, upcoming seasonal business changes, and any other events, or issues which may have an impact on business, is essential.

Works towards maximizing sales and optimizing profits through the management of all cost centers.

Remains abreast of the budget and understand the reasons behind why the budgeted targets were or were not met.

Maintains high standards in all areas of security, safety, cleanliness and sanitation are essential.

Maintains the cleanliness and organization of the restaurant throughout each shift.

Communicates positively about the restaurants and has an attitude of success.

Creates an environment where people want to work and feel comfortable working.

Operates well with other managers, in terms of consistency, consensus on issues and flexibility.

Performs other tasks as assigned.

Demonstrates;

consistent regard and dedication to guests, vendors, colleagues and the Company by being engaged, interested and productive

a working knowledge of our marketplace; actively and collaboratively assists in building the best practices necessary for the Company's success
an understanding of the impact actions and decisions have on the Company both financially and on guest relations
the courage and initiative to present new ideas and perspective to create positive results
Exhibits respectful consideration of viewpoints, situations and others
Puts the guest at the forefront of every decision

Skills Necessary:

Possess an awareness of and remains alert to all aspects of the operation throughout the shift and knows where to be and when.

Strong interpersonal and communication skills required

Strong organizational skills and attention to detail required

Demonstrates excellent communication and customer service skills

Able to work independently and make the right decisions for the business

Possesses a working knowledge of the POS system.

Proficiency in:

Opening and closing procedures

Running reports

Food knowledge

Beverage knowledge

Team Building and Employee Focus

Demonstrates a profit mentality by setting goals, following through and meeting goals.

Understands the acceptable levels of quality of our food and our beverages and as such to ensure that these products are ready for service every shift.

Demonstrates the ability to run a quality operation with attention to detail, in particular paying attention to temperature, lighting, music levels and the overall ambiance of the restaurant.

Understands the importance of employees and interacts with them in a mutually respectful and friendly manner.

21 years or older

High school diploma/ GED preferred

Prior restaurant experience or related education

Five years of relevant experience with a minimum of three (3) years as a manager/supervisor in a high-volume Food & Beverage operation.

Must have a NYS Food Handlers Permit

Shift, Salary, and Benefits: This is a Full-time position, Days per week and shift vary, \$58,458.40 yearly, Benefits include Health Insurance, Dental Insurance, Paid Vacation, Paid Sick Leave, Holidays, and 401K/Retirement.

Apply by emailing resume to Hrteam@rwcatskills.com or at <https://rwcatskills.com/careers/>