



POSTED: April 19th, 2024

DEADLINE: Until Filled

JOB DESCRIPTION

POSITION: Lead Bartender

DEPARTMENT: Food and Beverage

LOCATION: Casino Resort

SUPERVISOR: Beverage Manager

EMPLOYMENT: Full-Time

PAY RATE: \$13.00 - \$15.00/Hour (Non-Exempt) D.O.E.

LICENSE STATUS: Key-Employee

DESCRIPTION:

This position will assist the Beverage Manager in training bar staff and supervising daily operations of the bar when the Beverage Manager is not present. Assists with managing inventory, ordering, and overseeing operational demands of the bar. Outside of supervisory duties, the lead bartender will also prepare, mix drinks, serve food and beverages, and provide the highest level of customer service to bar patrons. Oversees and works in Clubhouse Bar when required. May be required to work as Beverage Cart Attendant for the Golf Course.

RESPONSIBILITIES:

- Supervises and addresses employee issues and general issues in the bar when the Beverage Manager is unavailable.
- Shall be required to read, implement, and adhere to all NWCR Policies and Procedures, LVD Gaming Ordinance, Tribal/State Gaming Compact, NIGC Minimum Internal Control Standards, Indian Gaming Regulatory Act, LVD Tribal Internal Control Standards, Title 31 Minimum Internal Control Standards, NWCR Casino Employee Handbook, Food & Beverage Department Policy and Procedure Manual.
- Prepare alcohol and non-alcohol beverages (including garnishes for mixed drinks) for bar and restaurant patrons.
- Interact with bar customers to take and serve food and beverage orders while ensuring all other bartenders are doing the same.
- Mix all types of alcoholic and non-alcoholic beverages to order and by following a variety of recipes.
- Prepare and deliver drinks to bar patrons or to team members in the restaurant or on the Casino floor to serve their customers.

- Check customer identification and confirm the legal drinking age is met.
- Comply with all food and beverage policies, procedures, and regulations.
- Handle money, operate the payment collection system, and accurately make change. Oversee and assist bar staff with any money handling concerns or issues with the payment system.
- Complete necessary documentation for fund requirements.
- Clean the bar, stock bar items, and always maintain overall cleanliness.
- Wash bar glasses and any other bar equipment.
- Comply with all sanitary and safety requirements within State, Federal, Tribal, and Property guidelines.
- Strictly follows serving guidelines to all guests with attention to intoxicated customers; makes judgements regarding when to slow a guest down or cut them off.
- Knowledge of the bar and restaurant menu options to answer guest inquiries and requests in a courteous and polite manner.
- Tracks/records inventory and maintains records regarding popular drinks/liquor that are in greatest demand.
- Provide the highest-level of customer service to our guests (both internal and external) through active engagement and a positive attitude.
- Works as a team to represent the Casino by demonstrating courtesy, respect, and sensitivity to the needs of patrons and other team members.
- Maintains a high-level of personal hygiene routine to represent a clean and professional environment.
- All employees must be flexible and assume other responsibilities and tasks as assigned by management and as management deems necessary; this means fulfilling all other job duties as assigned.
- Flexible with scheduling of shifts and willing to work nights, weekends, and holidays.
- To remain in compliance with Casino Regulatory policies and procedures, employees are required to attend all necessary meetings and trainings facilitated by Management.

MINIMUM REQUIRED QUALIFICATIONS:

- High School Diploma or GED.
- Basic math skills to ensure accurate money-handling.
- Ability to operate payment-collection system.
- Positive and respectful attitude.
- Ability to work with the public and in a team.
- Must be of legal age in Michigan (18 years old) to serve alcohol.
- Must be able to successfully pass TIPS training.
- Must pass background checks and other pre-employment screenings necessary to receive and maintain a Gaming License.

PREFERRED QUALIFICATIONS:

- 1+ year experience as a bartender.
- 1+ year experience working in a casino setting.
- 1+ year in bar supervisory experience or supervisory experience in a like-setting.
- Completion of an approved-bartenders course.

PHYSICAL REQUIREMENTS:

- Ability to lift and carry objects weighing up to 15 pounds.
- Ability to push and pull objects weighing up to 20 pounds.
- Ability to lift to 50 pounds.
- Ability to use a dolly to transport heavy objects such as beer kegs.
- Must be able to work in a smoking environment.

- Must be able to stand and walk for long periods of time – up to 90% of an (8) or (10) hour-shift.
- Must be able to work in a loud environment.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position if required.

PREFERENCE FOR HIRING:

Preference shall be given when it is established that the applicant meets the qualifications as stated in the job description. The following order shall be adhered to for hiring:

- Enrolled LVD Tribal Member
- Parents/Legal Guardian of LVD Tribal member children and spouses of Tribal Members
- Other Native Americans
- All Others

Date Approved by LVD Gaming Commission: 05/16/2023.

Date of Approval by the Public Enterprise Finance Commission (PEFC): 08/29/2023.

Northern Waters Casino Resort

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Sign _____ Date _____