



POSTED: August 24th, 2026

DEADLINE: Until Filled

JOB DESCRIPTION

POSITION: Front of the House Lead Cashier

DEPARTMENT: Food and Beverage

SUPERVISOR: Front of the House Service Manager

LOCATION: Resort

EMPLOYMENT: Full-Time

SALARY/PAY RATE: \$16.00-\$19.00 per hour D.O.E. (Non-Exempt)

LICENSE STATUS: Key-Employee

DESCRIPTION:

Supervises and coordinates activities of dining room personnel to provide fast and courteous service to patrons in the absence of the Front of the House Service Manager according to the Food and Beverage standard of service. Communicate effectively with staff and be a positive presence at all times. Interact with guests to ensure waitstaff are providing an excellent dining experience. Must have the ability to solve practical problems in a fast-paced setting. Responsible for the overall appearance and operational flow of dining room in the absence of management.

RESPONSIBILITIES:

- Provide excellent service to guests through active guest engagement and positive attitude.
- Schedules dining reservation and arranges parties or special services for diners.
- Greets guests and adjusts complaints of patrons.
- Must know and enforce proper techniques/recipes with all menu items.
- Assigns work tasks and coordinates activities of dining room personnel to ensure prompt and courteous service to patrons.

- Inspects dining room serving stations for neatness and cleanliness. Monitor staff to ensure they are following proper cleaning and stocking responsibilities.
- Schedules work hours and keeps time records of dining room workers.
- 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 and Beverage Department policy and Procedure Manual.
- Helps in preparing beverages and expedite food orders.
- Complies with all sanitary and cleanliness requirements and instruct staff of these cleanliness standards.
- Inspect service stations of cleanliness and alert management of any maintenance concerns or equipment failures.
- Recognizes that each team member is a representative of the Casino and is responsible for demonstrating courtesy, respect, and sensitivity to the needs of each customer.
- Strictly follow the serving guidelines for intoxicated customers, make judgements regarding when to slow a guest down or cut them off. Train and empower staff to make the proper decisions when handling cut-off procedures.
- Respond to guests' inquiries and requests in a courteous and polite manner.
- Responsible for; planning, assigning, and directing work, appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems in the absence of the FOH Service Manager.
- Must be able to identify and resolve problems in a timely manner; Develops alternative solutions.
- Communicate changes effectively; Prepares and supports those affected by change.
- Makes self available to staff; Provides regular performance feedback. Develop server/cashier's skills and encourage growth.
- Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.
- Accepts monies, operates the payment collection system and makes changes. Oversee and verify staff is following proper money handling procedures.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to speak effectively before groups of customers or employees of the resort.
- Ability to manage multiple tasks and work under time limits.
- Uphold a high standard of personal cleanliness.
- Must be able to lift and/ or move up to 10 lbs and occasionally lift and/ or move up to 25 lbs.
- Must have knowledge of Point of Sale (P.O.S) software.

While performing the duties of this Job, the employee is regularly required to use hands to handle, and feel. Have the ability to talk and hear. The employee is frequently required to stand; reach with hands and arms and taste or smell. The employee is occasionally to sit and stoop, kneel, crouch, or crawl. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

MINIMUM QUALIFICATIONS:

- Must have a high school diploma or GED
- One to three months related experience and/ or training
- Must pass background checks and other pre-employment screenings and maintain a Gaming License.
- Must complete TIPS training.
- Must become a certified Food Handler.

PREFERRED QUALIFICATIONS

- 1+ year of money handling experience.
- 1+ year in a supervisory/management role.
- 1+ year experience in the hospitality (hotel and restaurant) industry.
- 1+ year experience in a casino setting.

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.

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: 11/26/2024

Date Approved by the Public Enterprise Finance Commission: 11/26/2024

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