



Posted: June 24th, Deadline: Until Filled

JOB DESCRIPTION

POSITION: **Lead Server**

DEPARTMENT: **Food and Beverage**

LOCATION: **Sugar Bush Restaurant**

SUPERVISOR: **Front of House (FOH) Service Manager**

EMPLOYMENT: **Full-Time**

PAY RATE: **\$11.00-13.00 (Non-Exempt) D.O.E.**

LICENSE STATUS: **Key-Employee**

DESCRIPTION:

Provides guests with a memorable dining experience that will encourage them to return time and again. Represent the Food and Beverage Department by knowing all the food and beverage options and serving our guests with a positive and professional attitude. Communicate effectively with staff and always have a positive presence. Interact with guests to ensure wait staff are providing excellent dining experience. Must have the ability to solve practical problems in a fast-paced setting.

RESPONSIBILITIES:

- Greeting guests with a friendly demeanor and seating them accordingly.
- Provides great table service by being personable and knowledgeable by informing guests of specials and featured items as well as thoroughly knowing all food and beverage menus.
- Training and informing servers of menu offerings.
- Responsible for maintaining the beverage stations and condiment stations
- Assist servers with tables and offer beverages/refills when the restaurant is busy.
- Assign work tasks and coordinates activities of service personnel to ensure prompt and courteous amenity to patrons.
- Cleans and inspects dining room serving stations for neatness and cleanliness. Monitor staff to ensure they are following proper cleaning and stocking responsibilities.
- Check in with guests throughout their entire meal to ensure their needs and expectations are being met.
- Actively helps service staff avoid any backups or speed bumps during service to make a smooth evening for the guests and staff.
- Pre-clean tables following the completion of the meal to help the bussers maintain a clean and sanitary environment.

- Clean general areas throughout the restaurant with attention to the dining room which includes sweeping, mopping, tidying up server stations, and taking out trash.
- Provide excellent customer service to ALL guests, internal and external, through active engagement and positive attitude.
- Leading the service staff in guest service training.
- Communication with service staff as changes occur and offer support to smoothly implement transitions.
- Making self-available to staff, providing regular performance feedback, and developing and encouraging growth.
- 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 duties as assigned, including filling in as a **cashier** to cover call ins and/or business needs.
- Flexible scheduling and willing to work nights, weekends, and holidays.
- Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.
- 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.
- To remain in compliance with casino regulatory policies and procedures, employees are required to attend all necessary meetings and training facilitated by management.
- Complies with all sanitary and cleanliness requirements with Tribal, state and federal guidelines.
- 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.

MINIMUM REQUIRED QUALIFICATIONS:

- High School Diploma or GED.
- ServSafe certified or be able to be ServSafe certified within first (90) days of employment.
- TIPS certified within the first 90 days of employment
- Must be willing and able to pass a background check and other preemployment screenings as requested.

PREFERRED QUALIFICATIONS:

- Previous customer service experience.
- Previous experience working in a restaurant or service industry.
- Ability to receive and maintain a Gaming License is required

PHYSICAL REQUIREMENTS:

- Prolonged walking and standing for long periods of time – up to 90% of the time.
- Frequent bending and stopping.
- Ability to lift and carry up to 25 pounds.

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 on 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:

Date of Approval by the Public Enterprise Finance Commission (PEFC): 12/03/2025

Northern Waters Casino Resort

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Sign _____ **Date** _____