



2700 Orchard Hwy.  
Manistee, MI 49660

### JOB POSTING 25-1431

JOB TITLE	F&B Server	DEPARTMENT	Food & Beverage
SUPERVISOR	Food & Beverage Supervisor	JOB GRADE	T1 \$9.25
SUPERVISORY RESPONSIBILITIES	None		
STATUS	2 Part Time Seasonal		
EXEMPTION	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	REVISION DATE	07/24/2023

*Indian Preference is applicable in accordance with Ordinance #15-600-02*

#### SUMMARY:

Serves guests quickly, efficiently, professionally and with complete knowledge of food, beverage and banquet menus throughout the resort as needed. Offers superior guest service and maintains station or section in a clean and orderly manner throughout shift. Serves food, alcoholic and non-alcoholic beverages to patrons seated at tables, conference center, event center and gaming floor, within the standards and guidelines prescribed. This is a tipped position, with the exception of working Banquets where there is a gratuity added.

Assist and do what you and your department can to create a fun, exciting entertainment experience for our guests and engaging, inclusive, supportive work environment for our team members.

#### MINIMUM NECESSARY QUALIFICATIONS:

##### Education:

- None

##### Experience:

- Must obtain SERVSafe Certification within 90-days and maintain throughout employment
- Michigan TAM certification or must obtain within 60 days of employment
- Experience working with a Tribally run casino and/or resort preferred

##### Age Requirement:

- At least 18 years of age

#### SKILLS AND ABILITIES:

- Basic organizational, written, and verbal communication skills
- Guest service, interpersonal and teamwork skills necessary to maintain quality service delivery
- Accurate and detail-oriented
- Basic problem-solving skills
- Basic money handling skills with the ability to count money and give change swiftly and accurately
- Maintain high confidentiality

- Independently manage multiple tasks in a professional manner
- Ability to work independently with minimal supervision
- Ability to work cooperatively with all departments

#### **CONDITIONS OF EMPLOYMENT:**

Conditions of employment with Little River Casino Resort include passing a pre-employment drug test excluding marijuana, passing Resorts background check to meet the employment eligibility requirements as they pertain to the position and successfully completing a 90-day introductory period.

Individual must not have been charged or released from employment or involved in anything which could be considered a liability to the Resort, e.g. harassment, theft, violence, or integrity issues.

#### **Knowledge, Competences, and Talents:**

- Accountable - Accept responsibility and account for actions
- Collaborate - Ability to work with team members and management team to improve the gaming environment and continue to create a fun and exciting entertainment culture for our guests
- Communication – Clearly, concisely, and professionally use verbal and written skills with guests, team members, management team and vendors
- Guest Orientation - Establishes and maintains long-term guest relationships, building trust and respect by consistently meeting and exceeding expectations in a professional and ethical manner
- Confidential - Will maintain and abide to the highest standards of confidentiality pertaining to team member, department, LRCR, and guest information
- Detail Oriented – Ability to pay attention to the minute details of a given project or task
- Diversity – Work effectively with people regardless of their age, gender, race, ethnicity, religion, or job type
- Emotional Intelligence - Able to keep your emotional intelligence skills present and accessible, including thought and emotion control, emotional barriers, a flexible mindset and be conscious of and in alignment with the organization's core values
- Empathetic – Appreciates and sensitive to the feelings of others
- Ethical - Demonstrates conduct conforming to the highest-level set of values and accepted standards
- Interpersonal skills - Able to work effectively with guests, team members, management team, and vendors
- Organized – Possesses the trait of being organized and follows a systematic method of performing a task
- Policies & Procedures - Demonstrates thorough, accurate, working knowledge and supportive attitude of all organizational policies, procedures, guidelines, and systems
- Professional Attitude – Value, motivate and appreciate each individual you interact with in your office, your department(s), the Casino, the community and all of our guests
- Reliable – Is dependable and trustworthy
- Respectful and Honest / Acts with Integrity - Is truthful and credible in the workplace with team members, management team, guests, and vendors

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Warmly greets and acknowledges guests upon arrival.
- Assists in seating guests and delivers room service as needed.
- Effectively merchandises food and beverage menus in an informative, friendly, and enthusiastic manner.
- Accurately receives Food & Beverage orders from guests and relays them to the kitchen or bartender through the POS (Point of Sale) system.

- Helps execute various styles of service (plated, buffet, passed, etc.).
- Occasionally may work concession stands when needed.
- Sets tables according to banquet event order.
- Computes charge amount of beverage and accepts payment from guests.
- Requests identification from guests when legal age is questioned specific to the alcohol service.
- Removes empty or dirty glasses, bottles and ashtrays from Gaming floor and service areas.
- Operates POS system as needed.
- Assists during and after events in the conference center and entertainment venue.
- Maintains general knowledge of Little River Casino Resort events, promotions, programs, and service to provide information to guests.
- Attends required trainings and meetings throughout employment.
- Performs all duties in accordance with Little River Casino Resort and the Beverage department guest service standards.
- Cleans, stocks, and maintains the workstations throughout shift.
- Must satisfactorily complete all training assigned by the Resort and the F&B department.
- Must adhere to the safety rules and regulations of the Little River Casino Resort and of the Food and Beverage Department.
- Other duties as assigned.

#### **PHYSICAL DEMANDS:**

While performing the duties of this job, the team member may be required to frequently stand, walk, sit, bend, twist, talk, hear, and perform repetitive motions. There may be prolonged periods of sitting, keyboarding, reading, as well as driving or riding. Must have manual dexterity necessary to manipulate equipment necessary to dealing functions. Must be able to perform repetitive hand and wrist motions. The team member must occasionally be able to push, pull, grasp, lift and/or move up to 50 pounds. Any lifting and/or moving over 50 pounds needs to be done in a team lift. Specific vision abilities required by this job include reading, document, computer, distance, and color vision. Talking and hearing are essential to communicate with team members, vendors, and guests in individual, department, small and/or large group meetings. Communication in face-to-face discussions, telephone, emails, and other electronic ways required.

#### **WORKING ENVIRONMENT:**

A working environment is the setting, social features, and physical conditions in which a job is performed. The general working environment for the Resort is office, gaming floor, food outlet, hotel and convention/entertainment center including flashing lights, frequent loud noises, and a smoke-filled environment. Must be flexible with work schedule for any hours and/or shift, as assigned, according to business needs. Occasional overtime required. Occasionally must deal with angry or hostile individuals. Must be able to hear and speak with team members, vendors, and guests. High volume direct public contact.

#### **DISCLAIMER OF EMPLOYMENT:**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job description. It shall govern all positions as defined in the Team Member Handbook. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

All Little River Casino Resort Team Members are responsible to ensure they are in compliance with Little River Casino Resort Policies and Tribal Gaming Regulations.

#### **ACKNOWLEDGMENT:**

I have reviewed the content and description of the above listed position and have been provided a copy of the description. I certify that I am able to perform the essential functions of this position as outlined in this description, with or without reasonable accommodation.

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Team Member Name Sign & Print

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Date

**POSTED: 04/07/2025**

**REMOVE: Until Filled**