



2700 Orchard Hwy.  
Manistee, MI 49660

### JOB POSTING 25-1445

JOB TITLE	Beverage Manager	DEPARTMENT	Food & Beverage
SUPERVISOR	Food & Beverage Manager	JOB GRADE	LR19S \$50,894.38
SUPERVISORY RESPONSIBILITIES	Food & Beverage Supervisor		
STATUS	1 Full Time		
EXEMPTION	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	REVISION DATE	02/24/2025

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

#### SUMMARY:

Responsible for Managing and overseeing the logistics of all beverage operations. Works simultaneously with the Outlet Manager to monitor and maintain beverage inventories, house-made bar goods, and recipe buildout in inventory system, ordering from suppliers, and meetings with vendors.

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:

- High School diploma or GED
- 2-year Hospitality/Business Mgt. or related degree, Introductory Sommelier Certificate (CMS I) preferred and 1 year restaurant in high volume (1.5 million per annum) multiple food outlet experience with 1 year bartender experience or 2 years in a high volume (1.5+ million per annum) multiple outlets with 2 years as a Bartender in Food & Beverage with 3 years supervisory or managerial experience in Food & Beverage Operation and an Introductory Sommelier Certificate (CMS I) preferred

##### Experience:

- Experience managing all aspects of restaurant and bar operations including training staff on service etiquette, scheduling and labor monitoring, inventory control and ordering, and budget creation and adherence
- Experience managing a fine dining restaurant, table settings and service levels, and knowledge of high quality menu ingredients
- Knowledge and understanding of spirit and wine varietals for menu pairing
- Experience in the Point-of-Sale menu build out and screen creation
- Experience in recipe building and cost control for menu design and knowledge of general preparation methods
- Experience in developing, implementing, and evaluating Food and Beverage programs
- Experience in all F&B operations to include, Beverage, Deli, Family Style, Fine Dining and Banquets

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

A documented and verifiable combination of education and experience may be substituted for degree requirements.

**Age Requirement:**

- At least 21 years of age

**SKILLS AND ABILITIES:**

- Excellent computer skills with experience in word processing, databases, and spreadsheets
- Excellent organizational, verbal, and written communication skills
- Guest service, interpersonal and teamwork skills to maintain quality service delivery
- Accurate and detail-oriented
- Excellent problem solving skills
- Cash-handling skills with the ability to count money and give change swiftly and accurately
- Maintain high confidentiality
- Ability to work independently with minimal supervision
- Ability to work cooperatively with all departments
- Ability to operate most office equipment (computer, fax, copier, etc)
- Verifiable knowledge of development and successful management of departmental budgets, labor control and expenses
- Best practices of team member selection, development, and mentoring team members to success

**CONDITIONS OF EMPLOYMENT:**

Conditions of employment with Little River Casino Resort include passing a pre-employment drug test excluding marijuana, a background investigation to secure a license from the Little River Band of Ottawa Indians Gaming Commission, passing Resort 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
- Assignment - Ability to accurately plan, hire, schedule, and correctly assign, appropriate workloads to your staff's knowledge, skills, and abilities
- 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 as you lead your department

- 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
- Judgment - Makes well-reasoned and timely decisions based on careful, objective review and informed data
- Leader – Sets the standard, is an example and correctly influences and ensures others perform their jobs correctly, effectively, and responsibly
- Mentoring - Including but not limited to responsiveness to staff needs, personnel issues, and providing a consistent / timely / fair / accurate evaluation process to help each team member succeed.
- Organized – Possesses the trait of being organized and follows a systematic method of performing a task
- PC skills - Demonstrates proficiency in PC hardware, software and applications as required
- Policies & Procedures - Demonstrates thorough, accurate, working knowledge and supportive attitude of all organizational policies, procedures, guidelines, and systems
- Problem Solving – Understands and identifies existing and potential departmental problems / issues by obtaining relevant input, information and data and objectively evaluates and develops recommendations, develops, and evaluates alternative course of action, selects correct course, and follows up
- 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
- Success of all - Ability to professionally, fairly, and correctly direct and supervise staff towards their personal and professional success

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

- Ensures beverage preparation, handling and storage procedures and experience in coordinating and administering processes that ensure quality beverage products and service levels.
- Ensures monitoring quality for beverage production and guest service is processed.
- Plans, assigns, and supervises the work of beverage personnel within assigned areas.
- Oversees Supervisory staff to resolve internal and external problems or complaints from co-workers and guests.
- Ensures the maintenance of Little River Resort assets within assigned area is clean, in good repair and in working order.
- Ensures that all assigned team members follow sanitation and other safety regulations.
- Assists in menu reviews, analyzes recipes and beverage costs.
- Assists with researching and specifying beverage products, pricing, and supplies for daily operations.
- Addresses guest complaints along with resolution and follow up.
- Maintains working knowledge of all Little River Casino Resort operations, programs, events, promotions, and services.
- Must adhere to safety rules and regulations of Little River Casino Resort and of the department.
- Responsible for the supervision, retaining, performance evaluations, training and disciplinary actions of team members.

- Assists in processing the hiring and termination of supervised team members and obtains approval of the Department Director for hiring and terminations.
- Ensure that all department staff operates efficiently and effectively and that department goals / objectives are met on a monthly, quarterly, and annual basis.
- Actively conduct department meetings, managers meetings, and staff communication meetings.
- Attend seminars, work sessions, successfully complete training, and any other meetings as assigned, scheduled, or requested and/or requested by the LRCR General Manager.
- Prepare any monthly, quarterly and/or annual reports and/or updates required by the position.
- 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. 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: 04/11/25**

**REMOVE: Until Filled**