



REPOSTING DATE: 03/06/2019

CLOSING DATE: UNTIL FILLED

JOB DESCRIPTION

POSITION: Bartender

DEPARTMENT: Food and Beverage

LOCATION: Casino Resort

SUPERVISOR: Beverage Manager

EMPLOYMENT: Full-time and/or Full-time Seasonal

PAY RATE: Pay Grade 2: \$6.50 - \$8.81/Hour (D.O.E.)

DESCRIPTION:

Prepare alcohol and non-alcohol beverages for bar and restaurant patrons either directly and/or through team members. Interact with customers, take drink and food orders, and serve orders. Assess bar customers' needs and preferences and make recommendations for classic and innovative drink options. Works in Clubhouse Bar as Bartender or as Beverage Cart Attendant for the Golf Course when required.

RESPONSIBILITIES:

- 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.
- 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 legal drinking age is met.
- Comply with all food and beverage policies, procedures, and regulations.
- Handles money, operates the payment collection system, and accurately makes change.
- Completes necessary documentation for fund requirements.
- Cleans bar, stocks bar items, and maintains overall cleanliness at all times.
- Washes bar glasses and any other bar equipment.
- Complies 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 task 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.

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 on a team.
- Must be of legal age in Michigan (18 years old) to serve alcohol.
- Must be able to receive and maintain a Gaming License.
- Must be willing and able to pass a background check and other pre-employment screenings as requested.
- Must be able to successfully pass TIPS training.

PREFERRED QUALIFICATIONS:

- One-year of bartending experience.
- Completion of approved-bartender’s 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 up 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.

OUR MISSION

Our Mission is to provide an exceptional and memorable experience to every Guest, every time. Each Team Member will demonstrate a high level of professionalism, provide a safe, clean and entertaining experience for all Guests, internal and external.

Integrity, Service, Professionalism, Value. This is our PROMISE.

Initial Date of Approval by the Public Enterprise Finance Commission (PEFC): 02/21/2017

Revised: 01/29/2019

Northern Waters Casino Resort

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