



INITIAL POSTING: APRIL 15, 2019

DEADLINE: UNTIL FILLED

JOB DESCRIPTION

POSITION: Server

DEPARTMENT: Food and Beverage

LOCATION: Sugar Bush Restaurant

SUPERVISOR: Front of House (FOH) Service Manager

EMPLOYMENT: Full-Time/Part-Time

PAY RATE: Pay Grade 1: \$4.75 - \$5.50/Hour (D.O.E.)

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.

RESPONSIBILITIES:

- Great guests with a friendly demeanor and seat them when required.
- Assist other servers with tables and offering beverages/refills when the restaurant is busy.
- 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.
- Check in with guests throughout their entire meal to ensure their needs and expectations are being met.
- Communicate with guests and fellow servers, cashiers, hosts, bussers, and all kitchen staff.
- Actively helps avoid any backups or speed bumps during service to make a smooth evening for the guests and staff.
- Roll silverware, set up food stations, set up dining areas, and prepare for the next shift or for large parties.
- Stock service areas with supplies such as but not limited to coffee, food, tableware, and linens.
- Prepare tables for meals by setting up linens, silverware, and glassware.
- 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, vacuuming, tidying up server stations, and taking out trash.
- Fill salt and pepper shakers, sugar, cream, and condiments.
- Provide excellent customer service to guests, internal and external through active guest engagement and positive attitude.
- 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.
- ServSafe certified or be able to be ServSafe certified within 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 preferred; may be requested to apply for a license to be able to self-cash in position but not required if unable to obtain.

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.

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

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