



**North Channel Brewing Company**  
**Bad Axe Brewery**  
86 Washington St, Manistee, MI 49660  
Manistee, MI 49660  
231-299-1295

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**Position:** **Lead Server (Full and Part-Time)**

### **North Channel Brewing Company**

North Channel Brewing is in the historic North Channel Building on Washington Street in Downtown Manistee. Situated along the Manistee River next to the drawbridge, it offers a unique setting to enjoy high-quality craft draft beer while taking in views of downtown, the bridge, and passing freighters. North Channel Brewing is an ode to the rich and fascinating history of Manistee, weaving the community's story into everything we do.

North Channel Brewing operates under Little River Holdings, the investment enterprise of the Little River Band of Ottawa Indians. Little River Holdings is a diversified holding company created to invest in, support and manage businesses that meet our investment criteria in pursuit of our mission and vision.

**Mission:** To bring people together through exceptional craft beer and thoughtfully prepared food, creating a welcoming space where community, conversation, and connection thrive.

**Vision:** To build a lasting gathering place that strengthens our community and becomes a tradition for generations to come.

**Values:** Love, wisdom, respect, bravery, honesty, humility, and truth.

### **Job Summary**

The Lead Server is a senior front-of-house position responsible for delivering exceptional guest service while providing on-floor leadership and support to service staff during assigned shifts. This role serves as a working leader who models hospitality excellence, assists with service execution, supports new team members, and helps maintain service flow, standards, and guest satisfaction.

### **Essential Duties**

The following is not an exhaustive list of duties. It represents a sample of essential work. The list of duties may change at any time with or without notice at the sole discretion of Little River Holdings.

1. Provide warm, professional, and attentive service to all guests, ensuring a positive and memorable dining experience.
2. Execute all work in an ethical manner consistent with organizational values.



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3. Serve as a visible on-floor leader during assigned shifts, modeling hospitality excellence and service standards.
  4. Demonstrate advanced knowledge of food, beverage, and ingredient menus, including preparation methods and potential allergens.
  5. Guide guests through menus and make informed food and beverage recommendations.
  6. Accurately take guest orders and enter them into the Point of Sale (POS) system in a timely manner.
  7. Deliver food and beverages promptly, ensuring order accuracy, presentation standards, and guest satisfaction.
  8. Assist with table management, pacing of service, and coordination between servers, kitchen, and bar to ensure efficient service flow.
  9. Monitor guest wait times, table coverage, and overall dining experience during assigned shifts.
  10. Serve as a first-level escalation point for guest concerns and assist with service recovery, involving management when necessary.
  11. Functions as the primary trainer. Support onboarding, coaching, and real-time guidance of Server team members during shifts.
  12. Reinforce company policies, procedures, and brand service expectations.
  13. Support accurate cash handling, POS usage, tip procedures, and closing responsibilities as assigned.
  14. Ensure adherence to food safety, sanitation, alcohol service, and workplace safety standards.
  15. Maintain clean, sanitary, and organized service and guest-facing areas, including service stations and dining areas.
  16. Partner with the Front of House Supervisor and Management team to support smooth shift execution and operational consistency.
  17. Report to work on time, in proper uniform, well-groomed, and prepared for assigned duties.
  18. Accurately clock in and out according to company policy.
  19. Perform all duties onsite and work assigned schedules including weekends and holidays.
  20. Follow all company policies, procedures, and operational guidelines.
  21. All other duties as assigned.

**Minimum Necessary Qualifications**

Candidates must meet the following requirements, as demonstrated through past employment, education, testing, or a combination thereof:

1. Minimum of two (2) years of restaurant experience in a full-service, high-volume environment preferred.



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2. Demonstrated excellence in guest service and hospitality standards.
  3. Prior experience training others.
  4. Ability to provide responsible alcohol service in accordance with all laws and company policies.
  5. Strong communication, teamwork, and problem-solving skills.
  6. Ability to work effectively in a fast-paced, high-volume environment.
  7. Interest in mentoring and supporting team members.
  8. Availability to work nights, weekends, and holidays as required.

**Physical and Environmental Conditions**

1. Position requires standing and walking for extended periods during shifts.
2. Frequent reaching, bending, lifting, and carrying required.
3. Ability to lift and carry up to forty (40) pounds.
4. Work performed in a restaurant environment with exposure to noise, crowds, and alcohol service.
5. Ability to read, write, and communicate effectively in English.

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

**Hiring Salary Range:** Negotiable and Commensurate with Verified Qualifications

**FLSA Status:** Non-Exempt

**Pay Schedule:** Bi-Weekly

**Background Check:** Extensive

**To Apply:** Please submit your contact information to the following email address: [careers@lrhedc.com](mailto:careers@lrhedc.com)

**Conditions of employment with Little River Holdings includes superior performance in the selection process at the sole discretion of Little River Holdings, including but not limited to all of the following; any pre-employment interviews, skills testing, credentialing, reference checks and previous work history, passing post-offer drug tests and background checks, possession of valid required documents such as a Driver's License throughout employment, being insurable under the Tribal insurance policy, and successfully completing a ninety (90) day introductory period.**