GATEWAY CLIPPER FLEET

**Cruise Director**

**Job Requirements:**

* Manage on board operations of all cruises and events
* Supervise, train and mentor all on board staff
* Promote a cooperative working climate, maximizing profits, productivity and employee morale
* Provide excellent customer service by taking care of all customers in a timely, courteous, efficient and individualized manner
* Anticipate the customers’ needs by monitoring by indoor and outdoor decks to ensure that the atmosphere is pleasant, hospitable, fun environment
* Deliver a consistently high level of customer service to each guest and maintain a safe environment by identifying problem situations and resolving the situation
* Conduct pre-event meeting with staff and review all pertinent information regarding setup and service
* Inspect employee grooming and uniforms and rectify any deficiencies
* Complete all seating charts for assigned cruise
* Ensure that the dining room is properly set in preparation for cruise. Check for cleanliness, attractiveness and layout.
* Memorize drink and appetizer menu to provide passengers requested information
* Maintain and replenish buffet lines during dinner service
* Uphold compliance with all company policies and procedures
* Ensure all closing duties for staff are completed and that staff signs out on time
* Complete all paperwork and closing duties in accordance with company standards
* Working Knowledge of POS System
* Implement All Food, Safety and Health Sanitation Conditions
* Appropriate Use of All Facility Supplies and Equipment
* Communicate with all levels of staff
* Maintain a well-kept appearance in accordance with company standards
* Ability to work flexible shifts including weekends and holidays

**Candidate Qualifications:**

* Leadership Skills – Must be able to take command of a on board cruise operation
* Organization and Time Management Skills
* Communications Skills – Team Player, Customer Oriented
* Sales Skills – Upselling, Suggestive Selling
* Customer Service Skills

**To apply for this position with the Gateway Clipper Fleet, submit your qualifications to** [**employment@gatewayclipper.com**](mailto:employment@gatewayclipper.com) **The Gateway Clipper Fleet is an Equal Opportunity Employer. EOE**