GATEWAY CLIPPER FLEET

**Cruise Director**

Direct Report: Service Operations Manager

Director of Department

**Job Description**

Cruise Director will be proficient in managing the staff and operation of our establishment. The successful candidate will be responsible for the implementation of our food and beverage policies and procedures, and will participate in achieving our revenue objectives. The Cruise Director will ensure that the staff remain complaint with all local, state and federal laws, and that the customers’ needs are promptly met. Must have strong leadership skills, positive attitude, motivate staff, and exceptional eye for detail

**Cruise Director Responsibilities and Duties**

* Train, supervise staff and maximizes bar profitability by ensuring portion control; monitoring accuracy of charges
* Ensure all food safety procedures are strictly adhered to according to sanitary regulations
* Work closely with management to meet revenue objectives
* Implement appropriate strategies to resolve adverse trend and improve sales
* Maintain safe working conditions
* Follow company policies and procedures regarding the handling of cash, property, products and equipment
* Audit inventory levels to ensure product availability, and obtain products as necessary
* Excel at customer service and handle complaints/requests quickly
* Maintains ambiance by controlling lighting, background music volume, linen service, glassware, dinnerware, and utensil quality and placement; monitoring food presentation and service
* Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments

**Cruise Director Qualifications and Skills**

* 2+ years’ experience in the restaurant industry
* High School diploma or equivalent
* Ability to work flexible hours, including nights, weekends and holidays
* Excellent interpersonal communication skills
* Exceptional; organizational and leadership skills
* Dependable and reliable and have a positive attitude