GATEWAY CLIPPER FLEET

**Banquet Server**

Direct Report: Cruise Director

Director of Department

**Job Description**

Banquet Server with outstanding attitude and willingness to provide excellent, timely service to our patrons. Our servers work short shifts (typically 5-6 hours), which allows you a schedule your shifts around school/studying of personal obligations. In return, we ask you to arrive on time, always smile for our customers, and respond to guests inquiries in a timely manner. To excel in this position, you need a high level of customer service skill and a willingness to meet guests’ needs quickly and politely.

**Responsibilities**

* Ensure Dining Room set-up and cleanliness and is ready for guest arrival
* Maintain Cleanliness of Dining Room during event
* Maintain Food Buffets for food and cleanliness for our dining guests
* Memorize drink selection and food selection for on-demand recitation
* Manage large groups quickly and efficiently through attentiveness and knowledge
* Maintain a fine dining atmosphere and handle complaints/requests quickly

**Qualification and Requirements**

* 2+ Years wait staff experience
* Excellent customer service and hospitality skills
* At least one positive reference from previous employer( hospitality industry preferred)
* Comfort with Aloha POS system a plus
* Neat, well-groomed appearance with no visible tattoos
* Ability to work well under intense item pressure
* Excellent emotional control in fast-paced environment
* Dedicated to on-time arrival for shifts