

CASUAL ON BOARD VESSEL SERVER

Location: Cape May, NJ

Hourly Rate: \$3.50 (plus gratuities)

Opening Date: March 18, 2021 Closing Date: Until Filled

I. POSITION SUMMARY

The casual Server is responsible for taking orders and delivering food and beverages to our customers aboard the Ferries. All employees in this position are responsible for ensuring all guests ordering and/or receiving alcoholic beverages are at least 21 years of age. All employees in this position are responsible for the cleanliness of the food service area, and must wear the designated uniform, including PPE. Employees must be familiar with, and comply with, safe food handling practices with regard to employee health and cleanliness, appropriate clothing and overall food protection. This casual position is part-time with no guaranteed minimum number of hours, nor are there any guaranteed assignments.

I. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide excellent customer service that promotes satisfaction
- Greet customers and present menu in a friendly and accommodating manner making a great first impression
- Make recommendations or share additional information upon request
- Take and serve food/drinks orders, in a timely manner, and up sell any additional products
- Ensures all guests ordering and/or receiving alcoholic beverages are at least 21 years of age by checking approved forms of identification
- Operates a point-of-sale cash register, accurately recording all sales, collecting cash and/or credit card payments, and, making change on cash sales, as needed
- Maintains, in clean and sanitary condition, all service and table areas and assist others as directed by supervisor
- Responsible for following established safety practices while performing duties to protect self, co-workers, and the public from injury and/or illness, while properly and safely using, and caring for, DRBA equipment and facilities
- Performs other related duties, as assigned, by the Supervisors
- Provides the highest level of customer service and professionalism to all internal and external customers

III. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Ability to operate a cash register, accurately recording all sales, and make correct change; ability to accurately process credit card transactions. Possessing basic mathematical skills, as well as the ability to keep records and maintain inventory and supplies at prescribed levels
- Knowledge of safe food handling practices for foodservice, knowledge of safe work practices, including correct, appropriate and safe operation of service

equipment and utensils

- Ability to effectively communicate with guests, co-workers and supervisors
- Must be able to lift up to 50lbs without restrictions, occasional stooping, crouching, bending, kneeling, twisting and/or full limb extension; up to 100% of working day will be spent standing and/or walking
- Occasional use of cleaning chemicals (see MSDS sheets)
- May require working in temperature conditions exceeding 90°F; occasional exposure to below-freezing temperatures (walk-in freezer)
- Ability to provide superior customer service to everyone by responding in a courteous and efficient manner

IV. TYPICAL WORK ENVIRONMENTS

- Commercial Foodservice Operation / Bar Stations/On Board Vessels

V. LICENSES, REGISTRATIONS AND/OR CERTIFICATES

- ABC certification required and must be obtained within 30 days of starting work

VI. REQUIRED EDUCATION AND EXPERIENCE

- Must be at least **21** years old
- High school diploma or equivalent or equivalent related experience
- Previous experience as a server is preferred

VII. ADDITIONAL REQUIREMENTS

- Applicants will be subject to a background check and pre-employment drug test
- Delaware River and Bay Authority requires all employees to have direct deposit with a financial institution or enroll in the payroll card program to receive their bi-weekly pay
- Required to comply with established dress and jewelry code while on duty
- Must be available to work irregular hours, and, adapt to variable workloads and tempos

If you are interested in applying for this position please complete the on-line application at www.drba.net. In addition, you also have the option of attaching a resume to the completed application.