

DOVER HALL EXPERIENCES



JOB DESCRIPTION: EVENT SERVER

To apply please do so via: <https://www.doverhallexp.com/careers>

Company: Dover Hall Experiences

Location: Dover Hall and Bartizan

Position Type: Part-Time/Full-Time

Pay: \$20/hour

Be part of a Rockstar Team and one of the top 25 fastest-growing companies in Richmond. Opportunities for promotion from within for true hospitality heroes looking for a career. This position will work closely with the Director of Logistics, Event Managers, Culinary Team, and VP of Operations to ensure 100% guest satisfaction before, during, and after all events.

RESPONSIBILITIES:

- **Service Excellence:** Deliver exceptional service to guests by providing a warm welcome, attending to their needs, and ensuring their comfort throughout the event.
- **Event Setup:** Assist in the setup and arrangement of event spaces, including table settings, décor, and equipment, to create an inviting and memorable atmosphere.
- **Food and Beverage:** Serve food and beverages with precision and professionalism, ensuring guests' preferences are accommodated and dietary restrictions are respected.
- **Guest Interaction:** Interact with guests in a courteous and respectful manner, responding to their inquiries and special requests promptly.
- **Team Collaboration:** Collaborate effectively with the event team, including Event Managers and culinary staff, to ensure a smooth flow of service and timely execution of events.
- **Quality Control:** Maintain high standards of cleanliness and presentation throughout the event space, ensuring that all items are in their proper places.
- **Problem-Solving:** Address any guest concerns or issues promptly and professionally, seeking assistance from supervisors when necessary.
- **Safety:** Adhere to safety guidelines, including proper handling of equipment and compliance with food safety regulations.
- **Flexibility:** Be adaptable and responsive to last-minute changes and requests to ensure the success of each event.

DOVER HALL EXPERIENCES



REQUIREMENTS:

- Proficient in English
- Experience with POS software
- Team player with outstanding people management and communication skills
- Desire to be innovative in the hospitality world, offering suggestions for improvement
- Exceptional Customer Service: A passion for providing top-notch customer service and creating memorable experiences for guests.
- Professionalism: Maintain a polished appearance, demonstrate excellent communication skills, and display a positive attitude at all times.
- Team Player: Work collaboratively with colleagues to achieve common goals and deliver outstanding events.
- Flexibility: Be willing to work evenings, and weekends based on event schedules.
- Physical Stamina: Ability to stand for extended periods, lift and carry trays, and move equipment as required.
- Experience: Previous experience in a similar luxury hospitality role in the hospitality industry is preferred, but not required. We provide training to motivated individuals with the right attitude.