

SEASONAL- In Room Dining Order Taker

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Company: Ocean Casino Resort

Location: Atlantic City, New Jersey

Category: other-general

About the Role

The In Room Dining Ordertaker is responsible for answering phone calls and taking in room dining and amenity orders over the phone.

Position Responsibilities

Dispatching in room dining orders and amenity orders to servers

Up sell and promote items

Answer guest questions regarding Food & Beverage Menu

Responsible for inputting order into point of sales system in a timely manner

Responsible for closing all open checks to the appropriate account

Excellent phone and customer service skills. Good memory, detail oriented with keen awareness of surroundings

Good organizational and computer skills

Performs all other related and compatible duties as assigned.

Excellent phone and customer service skills

Essential Functions

Communicate (hear, speak, read, and legibly write in English) with and promote positive co-worker and guest interactions, maintain professionalism at all times while working with other employees, Departments and guests

Ability to use writing implements and small workstation areas

Shift assignments may be irregular, and will cover days, nights, weekends and holidays

Ability to handle all types of guest related situations

Ability to sit, walk, stand, bend, lift, reach, pull, push, kneel, squat and grasp

Ability to bend to speak through window opening waist high and into microphone chest high

Must be able to walk and stand for entire shift

Ability to work in a high-pressure environment

What's Required

Minimum of 6 months' experience as an Order Taker in high volume and/or Room Service environments

Ability to effectively communicate with guests, co-workers and management

High School Diploma or equivalent

Ability to effectively communicate in English

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