



JOB DESCRIPTION

Job Title:	Waiter	<i>(TO BE COMPLETED BY H.R.)</i>	
Manager's Title:	Senior Waiter/Bar Tender/Sommelier	Job Code:	
Date:	11/22/2017	Grade:	
Department Name:	Hotel	Exemption Status:	
<u>BASIC PURPOSE:</u>			
<p>The waiter is responsible for guest satisfaction and service procedures as instructed by the Snr Waiters, Assistant Maitre d's and outlet managers [incl. Bar Manager]. This includes, but is not limited to, all food and beverage services provided in all the Restaurants, lounges, bars, decks and other outlets where events are catered for.</p>			
<u>ESSENTIAL FUNCTIONS:</u> (List and describe current major on-going responsibilities. These are the essential functions that are <i>required</i> to be performed of this job. List 8-10 responsibilities in order of relevant importance. Use action verbs to describe the duties.)			
<ol style="list-style-type: none"> 1. Respectfully expedite all instructions advised by the more senior wait staff/Bar Tenders/Sommelier and managers. 2. Strive to accurately and swift fully execute any guest request whilst following company service procedures at all times. 3. Be knowledgeable regarding all wine and food offerings as explained in each outlet's menu briefing. This includes information regarding portions, ingredients, wine vintages, grapes and blends, potential food allergies and other related information guests might enquire about. 4. Assist with set-up, service and break down duties linked to each outlet and as advised by managers. 5. Offer wine and menu recommendations as outlined by the outlet Chef de Cuisine and Sommelier. 6. Ensure that accurate food and drinks orders are taken when directed by Snr Waiter/Bar Tender or Sommelier, using DMS, Micros and checks depending on the outlet. 7. Follow all relevant health department regulations pre, post or during services. 8. Learn and use guest names as per company set procedures and standards. 9. Follow and ensures that the company beverage standards of service are being adhered to. 10. Follow and ensures that the company food service standards are adhered to. 11. Greet and escort guests to their tables, seats or locations in the assigned outlets. [This includes escorting plates and beverages in all outlets this is relevant to] 12. Ensure that company policy in regards to drinking age is followed and that the service of alcoholic beverages to obviously 'overserved' guests is reported and stopped in a tactful and appropriate manner. 			

13. Learn the Public Health regulations and procedures and adhere to these standards at all times. [this may include buffet or event set-up's]
14. Is familiar with the IPM program and attends training as directed.
15. Attends various training session with the aim to further improve his/her level of performance.
16. Strives to minimize breakage and wastage and follows proper procedures when disposing of garbage.
17. Follows company guidelines regarding uniforms and personal hygiene.
18. To be familiar with and execute the Seabourn HESS-MS appropriate to their position.
19. Assist with ensuring that each outlet is ready for service. [15 min prior to advertised timings]
20. Follow instructions from the Snr waiter, Bar tender or relevant manager to administer the appropriate service related to the outlet.
21. Clear stations from any soiled service items.
22. Reports directly to his/her Sr. Waiter/Bar Tender/Sommelier, as directed by the Outlet Manager.
23. Assists in taking food and drink orders, when requested, in compliance with company guidelines.
24. Assists with additional duties as requested by the ships management.

POSITION SCOPE: (Describe the nature and scope of this job with respect to daily decision making and position's independent approval authority on relevant aspects of this role. Describe challenges typically encountered. Please include examples.)

Waiters play an integral part on the overall guest satisfaction onboard our ships by providing memorable moments during their time in our various culinary venues. This is achieved by the consistent application of our service standards, all our procedures and great attention to details which forms the foundations for Waiters to provide a personalized service to each of our guests through their behavior, their approach and the small extra attentions they provide. So being alert, focused and able to "read" our guests is essential to adapt suitably these procedures. Learning guest's names, recognizing them and addressing them by name is a requirement as well as remembering their preferences (or at least finding them out through our system) and remembering their habits in order to anticipate their requests before they ask. Also being able to provide the same quality of service during quiet and busy periods by remaining calm, focused and remaining polite and friendly towards guests, colleagues and supervisors alike. Remaining resilient and solution orientated when faced with operational issues and unexpected delays, being able to communicate promptly, clearly and professionally with our guests and colleagues

REPORTING RELATIONSHIPS: (List manager's title and include any direct and indirect reporting relationships. For supervisory management positions, list job titles and number of employees reporting into this position.)

The waiter reports directly to the Senior Waiter/Bar Tender/Sommelier whilst following guidance from the respective outlet manager.

The above statements describe the general nature and level of work only. The statements do not represent an exhaustive list of required responsibilities and skills. Other duties may be added or this job description may be amended at any time. This job description does not alter an employee's at-will employment status or create an employment agreement or contract, implied or otherwise.

QUALIFICATIONS: (List and describe the *minimum* qualifications required to perform the job. Be sure to justify each skill with a corresponding essential function.)

Education:

Diploma from a recognized apprenticeship program, or equivalent.

Experience:

At least one year of full time working experience in a four or five star (or similar grade) hotel/restaurant.

Restaurant experience combined with good attitude, willingness to learn, good presentation and English language skills.

Previous experience on another Cruise Line is preferred

Knowledge, Skills & Abilities:

To be knowledgeable of the USPH and other international Public Health rules and regulations by participating in the company's Basic Food Hygiene course every 2 years and achieving a minimum of 80% pass.

Requires the knowledge of all aspects of good quality restaurant service.

Working experience with international clientele

Must be self-disciplined and be able to communicate with the guest and other departments.

Must be a self-motivated person with an eye for detail

Should always have the ambition for promotion

Ability to work in a team

Ability to understand and follow verbal and written instructions and see to the completion to the task assigned

Must be a good time keeper

PHYSICAL DEMANDS & TRAVEL: (List physical requirements and frequency required to perform essential functions of the job. Include average percentage of travel time required, if applicable.)

Physical Demands:

For the safety of yourself and others on board certain physical abilities shall be maintained.

Must be able to bend, climb, perform repetitive motion, and repetitively heavy lift.

Must maintain physical fitness to perform tasks associated with job.

Travel Requirements:

Passport – valid for a minimum of 6 month

Flag state issued seaman book

General flag state or flag state approved marine fitness medical

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United States C1/D visa

English Marlin test at minimal score of 80%

Pre-employment medical examination

WORK CONDITIONS: (Describe environment in which the job is performed. List unique conditions excluded below. Include required unusual business hours or on-call work.)

Working on a cruise ship is very different from any land-based occupation. Working hours are longer and work is more intense due to the constant demand of the guests. You have to be very flexible in your working hours, which on occasion might have to be changed due to unforeseen circumstances. The Maritime Labour Convention of 2006 however strictly regulates these. Apart from the working hours there are strict rules which all members of the ship's company need to adhere to as stipulated by the Master's standing orders. You work in close proximity with your fellow crewmembers and therefore respect among all is essential.

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