

DINING ROOM WAITER

JOB DESCRIPTION



KEY ACCOUNTABILITIES

- To serve all the dishes to the passengers with the highest standard in accordance with the company policy.

REPORTS TO

- The immediate supervisor of the Dining room Waiter is the Maître d'hôtel. The overall supervision of the Restaurant service is the responsibility of the Maître d'hôtel and ultimately the Hotel Manager.

SUBORDINATE PERSONNEL

- Busboy

AREAS OF RESPONSIBILITY

- He is responsible for the- table set up and preparation of mise en place for the respective service.
- He is responsible for the food and wine service at the tables assigned to him.
- He is responsible for the proper handling of working material.
- He is responsible for cleaning and maintenance procedures.
- He is responsible for any side jobs assigned to him.
- He takes part in storage and luggage handling when required.
- He is responsible for the Food and Beverage service to the passengers and ensures a prompt professional service.
- His work schedules will be assigned to him by the Maître d'hôtel and he is expected to be punctual when reporting on duty.
- He approaches passengers in a friendly manner, courteously, with a smile and without being overbearing.
- He has a complete knowledge of all dishes and wines on the menus and is able to explain them to the passengers.
- He ensures a proper table set-up and has glasses, ashtrays cutlery and plates always properly cleaned and "spot-free".
- He always stands in attention at his station and is prepared for passengers when they enter the Dining room.
- He makes passengers welcome by greeting them and showing them to their seats.

- He serves passengers at one table at the same time and serves ladies before men.
- He reports any problems he encounters with his passengers immediately to the Maître d'hôtel.
- He must participate in briefings of training sessions held by the Maître d'hôtel.
- He should speak English in front of passengers even when speaking to other crew members.
- He shows a co-operative working relationship with all other personnel.
- He assists with luggage handling and storing when requested.

DAILY ROUTINES FOR DINING ROOM WAITER

Morning

- Vacuum clean Restaurant
- Set up tables for breakfast and breakfast buffet
- Early-morning coffee set up and service on Deck
- Breakfast service in Restaurant or on Deck 5 (pending on arrival Schedule)
- Cabin breakfast service when requested by passengers
- Clean Deck 5 service Pantry after breakfast service
- Assist with lunch service
- Clear lunch buffet and tables

Evening

- Set up tables for dinner, polish cutlery and glasses
- Fold napkins
- Have sufficient menus prepared
- Place butter on tables
- Set up wines and beverages
- Set up coffee service
- Dinner service
- Return wines and beverages to fridges after dinner
- Clear tables
- Prepare Midnight Snack set-up

APPEARANCE/PERSONAL HYGIENE

- The appearance of the entire personnel on board the ship reflects the reputation and image of the Company, therefore a great deal of emphasis is placed on a professional appearance.

- The Company expects you to maintain the highest standard of personal appearance and hygiene at all times.
- If in passenger areas full uniform is to be worn: hat, scarf, jacket, name tag, pants and proper shoes.
- Have a clean neat personal appearance.
- Special attention to grooming, hygiene care and clean and proper uniforms and shoes.
- Hair must be well groomed, neat and not extend over the shirt collar and always be kept clean.
- A moustache is acceptable if kept neatly trimmed.
- Big earrings and big necklaces are not to be worn on duty and more than one moderate size ring is not acceptable.
- Smoking is not permitted while on duty.