

# HEAD WAITER

## JOB DESCRIPTION



## **KEY ACCOUNTABILITIES**

- He is in charge for a smooth running operation in his section.
- He has to control the USPH standard in his section
- He has to correct the mice en place on all side stands.
- He has to report directly to the Maître d'hôtel.

## **REPORTS TO**

- The Head Waiter reports directly to the Maître d'hôtel.

## **SUBORDINATE PERSONNEL**

- Restaurant Waiters
- Deck Steward
- Crew Mess Attendant/Utility

## **AREAS OF RESPONSIBILITY**

- He is signing for special food orders of passengers.
- Responsible for the cleanness and correctness of the table settings.
- To assist any serving if needed.
- To report problems on his station to the Maitre.
- Responsible for Pax ratings of his section.
- He must willingness to learn more and be promoted.
- A cooperative relationship to the whole dining room personnel.
- Responsible for the cleanness of the personnel uniforms.
- He is responsible for the maintenance and cleanliness of his Section.
- He assists Waiters with food and beverage service whenever necessary.
- Be the link from the crew to the Maitre and keep him informed about all the crew matters in his department.
- He introduces himself to the passengers and handles the necessary seating arrangements.
- He welcomes passengers into the Dining room/Lounges and enquires if they are pleased with the service and the quality of food and beverages.
- He keeps his Supervisor continuously informed about any complaints from passengers and reports to the Maitre.

- He controls that each crew member handles working material and equipment carefully and gives instructions whenever necessary.
- He is responsible for the cleanliness in his section and or all working equipment.
- Ensure the highest port health and hygiene level in your section.

## **PERSONNEL TRAINING AND CONTROL**

- He supervises and controls his staff so that everyone performs their duties to the satisfaction of the passengers, the Company, his Supervisor and himself.
- He controls the table set-up and "mise en place" before each meal in the Dining room and ensures a high standard of service.
- He controls the appearance of his personnel as regards grooming, hygiene, cleanliness of uniforms and shoes.
- He establishes check-in and check-out procedures, and schedules the working hours for his staff according to the workload.
- He ensures that all his staff speaks English in front of passengers.
- He listens to suggestions of improvement from crew members.
- He helps his staff to solve any difficulties regarding living conditions or other problems on board.

## **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.