

JOB DESCRIPTION

Updated Date 07/24/2011

Approved By _____

TITLE: STEAKHOUSE SERVER

BASIC FUNCTIONS:

To provide our guests with a professional style of service conducive to the Carnival Steakhouse experience.

To assist in other areas of Guest Services when required (at the discretion of the F&B Manager).

DUTIES AND RESPONSIBILITIES:

- To embrace our Hospitality standard, which is: Greeting all guests and co-workers; Smiling – it goes a long way; Making eye contact; Using guests' and co-workers' names.
- To be proactive in the workplace. Ensure to provide a friendly and attentive service to the guests.
- To report on duty in the proper uniform, well-groomed and ready to work and following the look book at all times.
- To ensure proper service in his/her assigned team which exceeds guest's expectations.
- To ensure that the stations are set up in a correct manner with the required mise-en-place, that all electrical fittings (such as the coffee machine) are switched on and functioning properly.
- To ensure all tables are set-up as per company standards.
- To ensure that the side stations are clean and tidy at all times.
- To ensure that your assigned side duty is completed before and after dinner service as specified.
- To ensure that full knowledge of the menu is required, including the selection of the amuse-guelles, ice creams and sherbets.
- To ensure that all special requests made by guests are accommodated as far, as it is possible.
- To ensure the order tickets are properly filled out before handing them in to the Steakhouse Chef.
- To check with your tables and ensure the food and service is to the satisfaction of the guests, and take necessary action, if needed.
- To arrange the singing of occasion cakes and ensuring that all cakes are served.
- To assist with the bar service – service of the cocktails, refilling of the wine, clearance of the glassware.
- To be familiar with ships activities and tours so that recommendations can be made to the guests.
- To ensure all USPH and Environmental Regulations are followed and maintained.
- To handle with extreme care all equipment whilst transporting chinaware/glassware prior, during and after service in order to minimize breakage and maintain cost control.
- To ensure the practice of a safe working environment. To attend all training and drills scheduled.
- To liaise with the Steakhouse Manager regarding special diet requests, service of the occasion cakes, extra entrées, etc.

Organizational relationship: The position of Steakhouse Server reports directly to the Steakhouse Manager.

Working relationship: Sommelier, Bartender, Culinary Team & all F&B Management