



JOB DESCRIPTION - HEAD WAITER

Title:	Head Waiter
Rank:	Crew
Department:	Restaurant
Main function:	Operation of the Restaurant and all other passenger food outlets
Reports to:	Maitre d'hôtel, Hotel Manager
Direct Subordinates:	Waiters, Utilities
Next in Command:	Waiters
Cabin:	Shared

1. PROFILE

- Must have excellent command of the English and/or the German language
- Must have a minimum of two years of experience, preferably on a cruise ship
- Must have knowledge of table reservation systems, special diets and ethnic foods
- Must have the ability to communicate with all levels of personnel and passenger
- The ability to lead Waiters must be apparent
- Must be able to relief the Assistant Maitre d'hôtel for holidays or sick leave.

2. AREAS OF RESPONSIBILITY

The Restaurant and all passenger areas where Food Service activities take place

3. SPECIFIC DUTIES AND ACTIVITIES

- Be friendly to passengers and crew as well as focused on your work, this will result in good teamwork with best achievements in guest satisfaction.
- Ensure that all necessary tasks are performed in order to maintain maximum cost control.
- Ensure that the requested sitting system as well as the open seating system is followed and managed correctly
- Ensure that all Dining Room Waiters are at all time up to standard in regards to food and beverage service within the Dining Room
- Ensure that all crew in the restaurant section work according to vessel sanitation standards set in the Hotel Management Manuals.
- Existing staff needs to be re-trained on a regular basis
- To be aware and follow security/fire/safety procedures according to the Ship's rules and regulations.



4. COMMUNICATION

- Ensure that Waiters and Utilities receive all information they need to perform their duties in a proper manner, including passenger numbers, VIP info, company regulations and all information related to restaurant passenger service.
- Ensure that communication between Restaurant and other Ship's Departments are maintained at all times.
- Ensure that restaurant notice board is neat and updated at all times.

5. PASSENGER SERVICE

- Ensure that service in restaurants is carried out according to standards set out in the Hotel Management Manuals.
- The Head Waiter has to contact (verbally) all passengers as often as possible, and at least once a day to receive any comments and/or complaints.

6. MANAGEMENT

- Lead subordinates successfully into productive working methods by setting an example and utilizing all available management tools (Hotel Management manuals)
- Ensure that the set standards are kept and staff members work according to their respective job descriptions and time schedules.

7. UNIFORM TO BRING ON BOARD

Male

Black Trousers
Black Socks
Black Closed Toe Shoes
Black Belt Black

Female

Black Skirt
Black Tights
Black Closed Toe Shoes
Belt

