



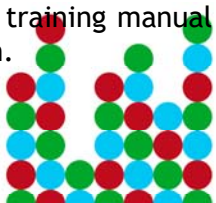
JOB DESCRIPTION - WAITER

Title:	Waiter
Rating:	Crew
Department:	Restaurant Department
Reports to:	Maitre d´hotel, Restaurant Manager, Assistant Restaurant Manager
Cabin:	Shared

1. EXPERIENCE / SKILLS / CHARACTER

- Should have experience on ships or at least in hotel in same position
- Must have a good command of the English language and be able to communicate in German
- Must be clean, smart and well presentable

2. DUTIES & RESPONSIBILITIES

- 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.
 - Is responsible to serve food and beverages to the passengers in a friendly and courteous manner in all the restaurants and/or bars.
 - To provide efficient, expedient and courteous service to the passengers leading to total passengers and company satisfaction.
 - Is responsible for the cleanliness, maintenance and upkeep of all equipment, furniture, stations and Ship's property that he/she is working with.
 - To check all glasses, cutlery, crockery and other items needed before putting them in use. To be responsibly minded for the breakage and loss of such items.
 - To lay up tables, side stations, side tables, buffets and displays; following the instructions of his/her superiors and according to company standards. To clean all table tops before laying table cloths, to clean all seating furniture if needed or when an emergency arises. To ensure that all items required for the set-up of each table are clean, unspotted and in place.
 - To respect his/her Superiors, address him/her with the due titles, accept requests without questioning, co-operate unselfishly, and be a good team worker.
 - To be courteous, warm, smiling while dealing with passengers. Be efficient, fast and serve with confidence and flair.
 - Be familiar with all menu items, their preparation and service procedure.
 - To make sure that all food dishes and beverages are according to menu and list specifications, properly presented, of the correct hot/cold/iced temperature before being served.
 - To carry out all side jobs as assigned to all Waiters on a fair rota basis.
 - To listen to guest complaints. Rectify wrong doings and any passenger demands. Inform the Asst. Restaurant Manager and/or the Restaurant Manager of all complaints.
 - To follow out Food & Beverage hygiene Ship's regulations, according to vessel sanitation standard.
 - To perform all duties assigned to efficiently, technically correct, follow the company policies, Ship's rules and regulation, requests of Superiors, adhere to procedures of the training manual and achieve a high standard leading to total passenger and Company satisfaction.
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- To be aware and follow security/fire/safety procedures according to the Ship's rules and regulations.
- To attend departmental meeting and training when requested.
- To always be clean and properly dressed while on duty. To have at all times short and clean fingernails. To have trimmed and clean haircut for men and moderate coiffure for women. Be aware of personal hygiene at all times.
- No piercing other than regular female stud earrings to be visible whilst on duty.
- No tattoos to be visible whilst on duty.
- To perform all duties other than above requested by the Rest aurant Manager and Hotel Manager.
- To assist with loading of provisions and/or luggage as directed.

3. UNIFORM TO BRING ON BOARD

Male

Black Trousers
Black Socks
Black Closed Toe Shoes
Black Belt

Female

Black Skirt
Natural Tights
Black Closed Toe Shoes
Black Belt

