

## Job Description

<b>Position:</b>	<b>Head Waiter</b>
<b>Department:</b>	<b>Service</b>
<b>Immediate superior:</b>	<b>Maître d'</b>

### Responsibilities

- (1) Managing the service department under supervision of the Maître d'
- (2) Control and enforcement of the quality standards in his/her assigned area of work
- (3) Guarantee smooth service operations
- (4) Obligation to attend during restaurant and buffet service
- (5) Responsibility for the adherence of all relevant hygiene (HACCP), safety and environmental regulations in his/her assigned service area
- (6) Responsibility for the careful handling of all equipment and machinery in the entire service
- (7) Always available as contact for passengers regarding inquiries, complaints and suggestions in the service
- (8) Motivation of service crew to excellent service
- (9) Planning, organising and delegating special functions in the service area

### Qualifications / Experience

- Qualified training as hotel / restaurant specialist or documented relevant experience  
Several years of relevant work experience
- Very good knowledge of restaurant service; especially beverages/wine
- Experience in managing complaints, living up to service
- Good educational background
- Fluent in spoken English and/or German, depending on the vessel

### Position requirements

- Minimum age 22 years
- Flexible, trustworthy, efficient, reliable, able to work under pressure
- Creativity
- Cost and quality awareness
- Team player
- Respectful, friendly and professional conduct towards passengers and crew
- Integrity
- Good manners, well-groomed appearance

### Area of responsibility / authority

In his/her assigned area of service, the Head Waiter is a competent specialist and disciplined superior in the service department, authorised to issue directives.

### Deputy in case of absence

Maître d'