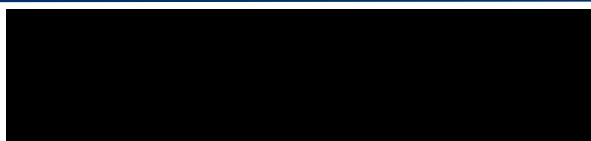


Date of Issue/Rev: 2012-10-08 Rev – No: 0 Full Document Code: TUI C – FOM –03.03.03.07.(E)	TUI CRUISES Fleet Operation Manual	DOC TYPE: CHAPTER:	JOB DESCRIPTION RESTAURANT MANAGEMENT
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Area: 03.03.03.RES
Subject: JOB DESCRIPTION
SENIOR HEAD WAITER
Page: WINE SERVICE

1 of 2

Position: Senior Head Waiter Wine Service

Department: Hotel / Restaurant

Rank: Officer

Immediate superior on board: Maitre

1. Responsibility

- (1) Responsible for the work flow in the Sommelier section and the related administrative tasks in close cooperation with the Executive Maitre D' and Maitre D of the Outlet.
- (2) Responsible for the smooth and up-to-standard work in the Sommelier section, especially for the implementation of the agreed standards and recipes.
- (3) Ensure all operations are carried out with the utmost economy consistent with the agreed quality standards
- (4) Implementation and checks of the professional storage of all equipment in compliance with the agreed standards
- (5) Supervision and training of the strict adherence to all agreed regulations (USPH/HACCP, ISM/ISO, SQM, TUIC Service standards), especially with regard to security, environment and hygiene regulations in his/her area of responsibility
- (6) Notification and handling of all relevant (unusual) events, such as damages, repairs, security violation etc.
- (7) Contribution to the food, beverage and consumables orders for the work area in strict adherence to budget-related and other requirements
- (8) Checking procedures of routine tasks, such as set ups as well as storing of goods and equipment up to standard.
- (9) Preparation of logs and check lists
- (10) Voyage reporting
- (11) Inventory planning, examination and control of stock movements and orders in the area of responsibility
- (12) Planning and organisation of special events
- (13) Instruction, training, and supervision of the assigned crew (including documentation)
- (14) Duty rooster planning, including flexible planning in special cases, such as loading, suitcase carrying etc.
- (15) Personnel reviews
- (16) Supervision of cleaning works (including documentation)
- (17) Always aim at continuous improvement
- (18) Active implementation of the philosophy behind the product
- (19) Contact person for the passengers in case of complaints
- (20) Constant improvement of the work flow and standards, including input for manuals and regulations.
- (21) Secure the careful handling of the company's properties

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Page:

- (22) Knowledge of the assigned security roll number (from the ship's articles) and the assigned duties in case of an emergency.
- (23) During take-over and shipyard times, additional tasks have to be fulfilled if required.

2. Qualification / Job experience

- (1) Qualified training in an hotel or restaurant
- (2) Many years of job experience in a comparable position, if possible onboard a cruise vessel.
- (3) Very good product (wine) knowledge
- (4) Economical thinking; ability to understand and adhere to business targets
- (5) Business fluent in written and spoken German and English
- (6) Experience in complaint management
- (7) Living up to service
- (8) Very good IT knowledge MS Office, Fidelio MMS Warehouse system, Rescom / similar
- (9) Very good educational background

3. Personal requirements

- (1) Minimum age 24
- (2) Management skills, authority, flexibility
- (3) Strong organising ability, sensitivity
- (4) Salesperson
- (5) Integrity
- (6) Poise, very good manners
- (7) Cost and quality awareness
- (8) Good communicator
- (9) Team player
- (10) Ability to work under pressure
- (11) Ability to motivate employees
- (12) Very well groomed appearance

4. Area of responsibility

- (1) Responsible for the work flow in the Sommelier section
- (2) Technical superior to the assigned Waiter and Busboy

5. Proxy

Another Head Waiter Wine Services