

JOB DESCRIPTION - BAR WAITER/ESS

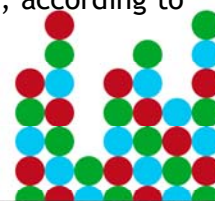
Title:	Bar Waiter
Rating:	Crew
Department:	Bar Department
Reports to:	Bar Manager / Assistant Bar Manager / Bartender
Cabin:	Shared

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 and the German language
- 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 for the service of beverages to the guests in a friendly and courteous manner in all the restaurants or bars.
- To provide efficient, expedient and courteous service to the guests leading to total guest 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, 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, public rooms, side stations; following the instructions of his/her superiors and according to company standards. 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 guests. Be efficient, fast and serve with confidence and flair.
- Must be familiar with all menu items, their preparation and service procedure.
- To make sure that all beverages are according to menu and list specifications, properly presented and be of correct temperatures before being served.
- To carry out all side jobs as assigned to all Service Stewards on a fair rota basis.
- To listen to guest complaints. Rectify wrong doings and any guest demands. Inform Bartender/Bar Manager of all complaints.
- To follow out Food & Beverage hygiene procedures as per Ship's regulations, according to vessel sanitation program.



- To perform all assigned duties efficiently, technically correct, follow 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 guest and Company satisfaction.
- 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 and be aware of personal hygiene at all times.
- No visible piercing other than regular female stud earrings to be seen whilst on duty.
- To perform all duties other than above requested by the F&B- and Hotel Manager.
- To assist with loading of provisions and/or luggage as directed.
- To be aware and follow security/fire/safety procedures according to the Ship's rules and regulations.

3. UNIFORM TO BRING ON BOARD

Male

Black Trousers
 Black Socks Natural
 Black Closed Toe Shoes
 Black Belt Black

Female

Black Skirt
 Tights
 Black Closed Toe Shoes
 Belt

