



(manual section is applicable for above companies)

<b>HUMAN RESOURCES</b>	<b>Revision 63 : August/09/2011</b>
<b>Chapter 8 - .21 Restaurant Operations</b>	
<b><u>8.21.12 Waiter</u></b>	

## Position Description

Position Title: <b>Waiter</b>	
	<b>Revised Date:</b> 04/21/2008

## POSITION SUMMARY

Provide service to guests in all Restaurant Operations areas by performing the following essential duties and responsibilities outlined below.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

All duties and responsibilities are to be performed in accordance with Royal Caribbean International’s Gold Anchor Standards, SQM standards, USPH and HACCP guidelines, environmental, and work place safety policies and procedures. Each shipboard employee may be required to perform all functions in various food and beverage service venues throughout the ship.

In accordance with Royal Caribbean International’s philosophy of *Anchored in Excellence* , each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions guests or fellow shipboard employees and/or in the presence of guest contact and crew areas.

1. Learns and uses appropriate food and wine terminology and pronunciation. Becomes knowledgeable of menu descriptions and wine lists in order to discuss items appropriately and to enhance the guests' dining experience.
2. Provides on-the-job leadership and guidance to Assistant Waiters to strengthen their current performance and in preparation for possible advancement to a Waiter position.
3. Obtains linen, silverware, glassware, and china to set tables.

4. Arranges settings on tables per Gold Anchor Standards.
5. Greets and escorts guests, where applicable to their assigned seats, or to available seating, per Gold Anchor Standards.
6. Presents both food and beverage menus to guests, suggests dinner courses, appropriate wines and answers questions regarding menu and wine selections per Gold Anchor Standards. Makes recommendations to entice guests while meeting management goals to reduce particular inventory stock.
7. Relays order to galley as required and serves courses from galley and beverages from various locations.
8. Provides quality control of all food and beverage presentations. Garnishes and decorates items as required prior to serving.
9. Enters food and beverage orders in the point-of-sale system.
10. Responsible for maintaining cleanliness and integrity of assigned station including (but not limited to) table pieces, side stands and chairs.
11. Observes guests to anticipate their needs, responds to any additional requests and determines when the food and beverage service has been completed.
12. Participates in dining room entertainment as directed by established activities and specific itinerary adaptations such as the theme night parades.
13. Participates in rotational service delivery schedule working in Windjammer, Room Service and/or other food and beverage service venues.
14. Attends meetings, training activities, courses and all other work-related activities as required.
15. Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

## QUALIFICATIONS

*Minimum hiring, language and physical requirements to perform the job.*

### **Hiring Requirements:**

- Two to three years previous waiter experience, preferably in a 4 or 5 star restaurant
- Ability to apply customer service skills, according to Royal Caribbean International's Gold Anchor Standards, when interacting with guests and co-workers.
- Ability to perform basic math functions with regard to meal count procedures.

- Completion of high school or basic education equivalency preferred.

**Internal Candidate Requirements:**

*In addition to the stated hiring requirements, internal candidates are required to fulfill the following:*

- Must fulfill all requirements as stated in "Chart Your Course".
- Must have been in current permanent position of Assistant Waiter an absolute minimum 90 days, with a performance rating of satisfactory or above in that position, before applying.
- Must complete one full contract, with a performance rating of satisfactory or above, with Royal Caribbean International before any placement will occur.
- No written warnings on file within the past 12 months.
- Must successfully complete the process for shipboard job applications.

**Language Requirements:**

- Ability to pass ISF Marlins Test level 2.
- Ability to speak English clearly, distinctly and cordially with guests.
- Ability to read and write English in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.

**Physical Requirements:**

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds.

**Related Entries:**

**END OF SECTION**