

Waiter Job Description

Purpose Statement

- To serve our Guests for breakfast, lunch and dinner, providing the highest standards of service at all times.
- To keep assigned service stations well stocked, organized and clean in accordance to Company policy and USPH standards.
- To do additional duties in other departments such as gangway duties, luggage handling, Room Service, stores loading, etc. as necessary.
- To provide a six star service at all times, to deal with guest complaints and comments in an efficient and timely manner and to report any issues to his/her Supervisor.

Reports Directly to

- Restaurant Manager (Onboard)

Reporting Structure

- Restaurant Manager (Onboard)
- Hotel Manager (Onboard)

General Responsibilities

- To provide the same standard of service for both open seating and assigned seating Guests.
- To ensure the best possible dining experience for all our Guests and to provide special attention to Guests with special needs and dietary requirements.
- To follow work schedules, section plans and rotations and to do any additional duties (such as gangway duties, stores loading, luggage handling, Room Service, breakfast assistance, as scheduled by the Restaurant Manager and as required.
- To ensure a smooth and efficient service during meal hours through constant communication with the Guests and the Galley.
- To ensure that all equipment is properly and securely stored away when not on duty.
- To report work orders to supervisors when deficiencies are noted or when maintenance is required and to follow up on the work orders in a timely manner.
- To complete a Work Registration Form correctly every month and to submit it to the Restaurant Manager in a timely manner.
- To adhere to all Company Policies and Procedures, Manuals and Directives.
- Other responsibilities, as assigned, but not limited to the above.

Financial Responsibilities

- To ensure that Company property is maintained properly and treated with respect at all times.

Safety Responsibilities

- To properly use Personal Protective Equipment in work areas at all times.

- To practice Safe Lifting Techniques at all times.
- To do In Port Manning duties as scheduled and as required by Company policy.
- To ensure that all equipment is properly and securely stored away when not on duty.
- Emergency Duties:
 - To follow instructions noted on Safety Card.
 - To participate in Guest/Crew Lifeboat Drills as per instructions.
 - Other safety responsibilities, as assigned, but not limited to the above.

Education/Position Requirements

- College Degree/Diploma or relevant apprenticeship in the Food Service industry required.
- Or a Minimum of three (3) years proven experience in a luxury international hotel property as a Waiter/tress or two (2) years' experience in the luxury cruise ship industry in a Waiter/tress position preferred.
- Very good spoken English (needs to score at least 70% in the onboard English proficiency test).
- Good communication skills.
- Must have very good organizational skills and show attention to detail.
- Must undergo onboard USPH training.
- Must have initiative and the ability to work independently.
- Must be able to remain calm under pressure.
- Must be service minded with an outgoing, charming and friendly personality.

Team Communication and Meetings

- To constantly communicate with the Restaurant Manager.
- To attend meetings with the Restaurant Manager as required