

# International Cruise Services, SDAD, LTADA.

## P O S I T I O N   D E S C R I P T I O N

**Position Title:** Waiter / Waitress

**Department:** F&B

**Sub-Department:** Restaurant

**Reports To:** Restaurant Manager, Assistant Restaurant Manager, Maître D', Headwaiter, Jr. Headwaiter

**Direct Reports:** Jr. Waiter/ Assistant Waiter/ Restaurant attendant

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### Position Summary

The primary responsibility of the Waiter/Waitress is to provide and maintain the service standards using friendly, courteous, and professional service in any assigned venue.

### Essential Duties and Responsibilities

#### Operational

- Provide personalized service, using guest names.
- Maintain clean and orderly tables.
- Set up, organize and clean assigned station according to USPH standards
- Prepare mise-en-place to ensure that assigned station is ready when guests arrive.
- Greet guest at table as they arrive, pulling out the chair for ladies.
- Offer the menu.
- Provide guests with personal self-introduction.
- Ensure that water, bread, butter, and beverages are offered according to service procedure.
- Possess full knowledge of the menu, and provide menu explanation and recommendations.
- Possess full knowledgeable of service procedures and standards.
- Take and process guest food orders.
- Serve food promptly, ensuring temperatures and presentations according to service procedures.
- Assist with embarkation, debarkation and luggage handling duties when required.
- Perform Room Service duties when requested by supervisors.
- Handle all ship equipment with care and report any faulty/broken equipment.
- Assist management with coaching and introduction of new personnel.
- Perform all other duties as requested by supervisors.
- Project a favorable image of the company, promote its aims and objectives, and foster and enhance public recognition and acceptance of all its areas and endeavors.
- Be aware of all events and activities on the ship.
- Achieve the primary objectives of the position and comply with the above-mentioned accountabilities in a timely and efficient manner in accordance with ICS policies.
- Advise supervisor immediately of all relevant matters.

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- Ensure that all special diets and special request are fulfilled according to guest requirements.
- Possess full knowledge of current U.S.P.H rules and regulations and maintain U.S.P.H standards at all times.
- Ensure that the assigned location is up to U.S.P.H. standards.

**Training & Development**

- Attend all meetings, training activities or classes related to assigned position as required.

**Financial**

- Possess knowledge of the revenue aspects of the operation.
- Minimize operating expenses without affecting product standards delivered to the guests.
- Conduct inventory checks when required.

**Safety Responsibilities**

- Possess familiarity with the vessel layout in terms of safety and security.
- Have a full understanding of ship rules and regulations (SMS).
- Participate in all required safety drills/training.
- Ensure that all safety procedures are followed.
- Cooperate with the Staff Captain in adhering to the Ship’s Safety Program.
- Follow the Ship Rules & Regulations.
- Maintain a safe and sanitary environment for all guests and crew members.
- Follow proper procedures and instructions at all times to prevent damage of any kind to ship or company property.
- Participate in safety drills as required.

**Resources**

- Possess knowledge of the Restaurant Operating Manual
- Possess knowledge of the Human Resources Manual and Shipboard Training.
- Maintain a high level of crew morale within the administration dept. ensuring that all crew are treated in a fair and unbiased manner and the team works with a positive atmosphere.

**Other Duties and Responsibilities**

- Assist with luggage loading/offloading or provisions when required and as directed.
- Ensure confidentiality when handling sensitive information.
- Achieve the primary objectives of the position and comply with the above-mentioned accountabilities in a timely and efficient manner in accordance with ICS policies.
- Project a favorable image of the company, promote its aims and objectives, and foster and enhance public recognition and acceptance of all its areas and endeavors.
- Comply with the safety and pollution prevention regulations and operating procedures at all times, participating in all relevant meetings and training sessions.
- Participate in all mandatory training without excuse.
- Perform all other duties as requested by shipboard management or shore side.
- Possess full awareness of the Electronic Order System

**Qualifications**

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**Knowledge, experience, skill, and/or ability**

Required

- Excellent knowledge of international cuisine.
- Positive attitude at all times.
- Well groomed and neat appearance.
- Team player.
- Outgoing personality
- Open minded and flexible.
- Fluent in written and spoken English.
- Communicate effectively with the senior management.
- Good administrative skills.
- Experienced in coaching subordinates.
- Must be cost and quality conscious.
- Adhere to specific scheduled work hours, yet be flexible if circumstances require it.
- Work with international team members.
- Perform assigned duties under pressure (time constraints).

Preferred

- Hospitality experience.
- Fluency in additional language(s)
- Cruise Ship Experience.

**Required computer skills**

- Knowledge of Microsoft programs to include but not limited to, Outlook, Word, Excel, Power Point and Electronic Order System.

**Education/experience/certifications**

- Elementary and middle school education (8th grade) or higher.
- STCW (preferred)
- Equivalent combination of education and experience.

**Other Skills:**

- Knowledge of general office practices, procedures and equipment.
- Ability to prioritize tasks and work independently.
- Strong organizational, interpersonal and communication skills.
- Ability to interact with senior-level management and owner representatives.

**Math Ability:**

- Able to add, subtract, multiply and divide in all units of measure using whole numbers, common fractions, and decimals.

**Reasoning Ability:**

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- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

**Work Environment & Physical Demands:**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions for this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job the employee is regularly required to:
  - Stand
  - Use hands to finger, handle, or feel
  - Reach with hands and arms
  - Talk or hear and smell
- The employee must be able to lift or move up to 55 pounds (25 kilograms) without assistance.

**Vision Requirements:**

- Ability to adjust focus, depth perception, peripheral vision, distance vision and close vision and to be able to otherwise perform the essential functions of the job in a manner that does not present danger to the employee or others with or without a reasonable accommodation.

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