

JOB DESCRIPTION – Assistant Waiter

BASIC FUNCTIONS:

To follow scheduled assignments in 3 main areas namely

- ◆ Employee Dining rooms
- ◆ Room service
- ◆ Alternate Dining

DUTIES AND RESPONSIBILITIES:

- To be prompt for all duties and functions, as per Company's standard
- When assigned to Staff & Crew or Alternate Dining, use Company's standard table services.
- To be groomed meticulously and ready for guest service with a smile always following the look book.
- To carry the tools of the trade.
- To study and follow USPH standards
- To follow garbage separation procedures and all other environmental issues on board
- To train to become a Team Waiter
- To follow all tasks requested by management.

Employee Dining rooms

- To study all Menus
- To consistently give service that exceeds the expectations of our internal guests (Crew, Staff and Officers)
- Follow dining room standards at all times
- To ensure their assigned station is set up to company standard for each meal time.
- To serve and clear each meal to guests, and offer hot and cold beverage service throughout the meal, as per company procedure.
- To ensure buffet table set up as per company standard, and maintained throughout meal service.

Room Service

- Sign the Key Control Log Sheet every time key is used.
- Follow the cleaning schedule for all machines and equipment.
- Collect and deliver dirty items to Room Service ware washing area
- Deliver all food orders in a timely fashion.
- Deliver other orders e.g. wine, fruit baskets and letters.
- To communicate any problems in your work area, or with guests, to your Supervisor.
- To ensure all functions are set up in a timely manner and according to standard

Alternate Dining

- Adhere to company-specified service standards
- To be groomed meticulously and ready for guest service with a smile always following the look book
- Ensure you are aware of ships activities so you can advise guests if asked
- Set up for Midnight buffets
- Ensure beverage stations are full at all times and cleaned daily
- Engage in light conversations with guests always greet them with a smile

Organizational Relationship:

Directly responsible to the Maitre d & Asst Maitre d's
Working relationship with, all F&B mgt,