



(manual section is applicable for above companies)

JOB DESCRIPTION MANUAL
HOTEL OPERATIONS - AZAMARA
Chapter 11 - Position Description
Shipboard – Food Service

Revision 13 : June/25/2015

11.04 Waiter/ess

Position Title: Waiter

Reports to: Assistant Maitre D' / **Head Waiter**

Direct Reports: N/A

Effective Date: April 2005

Revision Date: **February 2011**

POSITION SUMMARY

Provides friendly and professional service to the guests in the restaurant and buffet area, anticipating and fulfilling their needs.

ESSENTIAL DUTIES & RESPONSIBILITIES

To support Azamara Club Cruises' mission of sustaining an upmarket cruise experience with a destination-driven brand image. All duties and responsibilities are to be performed in accordance with the AMAZE Standards, Safety is Everybody's Business, ISM/ISO and SQM standards, USPH guidelines, and environmental regulations.

Each shipboard employee may be required to perform all functions in various service venues and throughout the ship.

1. In accordance with Azamara Club Cruises' AMAZE Standards each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and crew areas.
2. Must be knowledgeable about all of the menu items and ingredients and be able to describe them to the guests.
3. Ensures guests are completely satisfied with the food and service and reports to the Assistant Maître d' any special requests or complaints made by the guests.

4. Reports for duty at assigned times following his/her supervisor's instructions according to company policies.
5. Performs any additional duties required by the Restaurant Manager's schedule.
6. Responsible for keeping his/her working section clean and tidy following the United States Public Health rules and regulations at all times.
7. **Must have the physical ability to carry 16 covers (15-20 Kg.; approximately 44 pounds). For female Dining Room Waiters, 12 covers only.**
8. Is aware of, and/or acquires the necessary knowledge to comply with the ship's standard operation, in order to assist guests and **crew** with inquiries.
9. Attends meetings, training activities, courses and all other work-related activities as required.
10. 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.

FINANCIAL RESPONSIBILITIES

Financial responsibilities for budget, expenses and/or achievement of revenue targets.

- This position is responsible for cost containment through the proper use, handling and maintenance of records, reports, supplies and equipment.

MOTIVATIONAL RESPONSIBILITIES

People management responsibilities to ensure optimal performance of the function.

- This position does not have supervisory responsibilities.

QUALIFICATIONS

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

Hiring Requirements:

- Minimum of three years experience in a food preparation/service position in an upscale hotel, resort, cruise ship or convention banqueting service (shipboard experience preferred).
- Completion of high school or basic education equivalency required.
- Ability to analyze and interpret documents such as recipes and manuals.
- Ability to calculate figures and amounts such as discounts, interest, commissions, tips, proportions, percentages.
- Ability to solve practical problems and deal with a variety of variables. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

Internal Candidate Requirements:

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

- Completion of a minimum of two contracts as Assistant Waiter/ess with a performance rating of satisfactory or above.

Language Requirements:

- 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.
- Ability to speak additional languages such as Spanish, French or German preferred.

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. The employee must frequently lift and/or move up to 50 pounds. 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:**Related Chapters:**

END OF SECTION