

# Carnival UK Job Description

## Waiter (P&O & Cunard) / Select Waiter (P&O)

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The contents of this job description must be used in association with the KSB for this role. The job description summarises the key responsibilities for the role (Technical, Business and People) and the KSB provides the detail for the Knowledge, Skills and Behaviours required to carry out the role competently. This job description gives an overview of the role and as such you will be required to undertake any other duties as requested. You may also need to refer to company regulations which will also form an additional part of your job description.

<b>Reporting to:</b> Head Waiter	<b>Department:</b> Restaurant
<b>Leadership Responsibility:</b> None	<b>Location:</b> Fleet based across CUK vessels
<b>Titles of Direct Reports:</b> None	<b>Budget Responsibility:</b> Awareness of budgets and onboard restaurant costs.
<b>Size of Department:</b> up to 250	<b>Revenue Responsibility:</b> Awareness of revenue generating opportunities within the F&B operation

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### Standard Role Summary:

Provide exemplary, attentive customer service to passengers during their dining experience, in all restaurant outlets including the buffet, ensuring a smooth and efficient service is provided in order to achieve a high level of customer satisfaction.

### Primary Responsibility of the Role:

Engage with the passengers in a friendly and polite manner. Hand out menus, take orders correctly and deliver food and drinks quickly and accurately to the table. Serve drinks following company policies and procedures, including informing the Head Waiter when a passenger has consumed excessive alcohol. Respond to passenger questions, particularly in relation to the menu or wine, where applicable, advising alternative dishes that may suit or help inform choices. Strive to meet the passenger's needs and ensure the correct condiments for the meal are offered, refill drinks in a timely manner and ensure the service runs smoothly. Provide attentive customer service to allocated tables throughout the service period. Process passenger billing correctly for the charge of drinks and cover charges, where applicable, using the point of sale.

Set up and clear down tables, before during and after service. Check the appearance and condition of tables and all items including linen, crockery and silverware is of the required standard and set out correctly. Inform the Head Waiter of any fixtures or fittings that need repair / renewal.

Carry out flambé / gueridon cooking demonstrations at the tables, when required and perform duties as requested at outside catering / special events.

Prepare own area ready for service and keep it clean and tidy at all times. Use and maintain all equipment correctly, following standard operating procedures and report any repairs required promptly. Carry out all work safely, efficiently and in accordance with all current safety and company regulations, including the Public Health Policies and Procedures.

Assist with the meet and greet of the passengers and baggage services on embarkation / disembarkation days.

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### Key Responsibilities & Duties:

#### Core Knowledge & Skills

Experience / Qualifications	Summary of Requirements

	<p>Previous professional waiting experience preferably gained within a 4 / 5 star high volume hotel or restaurant establishment</p> <p>Level 2 Award in Food Safety or equivalent desirable</p> <p>Competent in the use of most MS Office software</p> <p>Good command of written and spoken English</p>
<b>Certificates</b>	Valid ENG1 medical certificate or equivalent for the duration of each voyage

**HESS** (Health, Environment, Safety and Security)

<b>Knowledge/Skill</b>	<b>Summary of Responsibilities</b>
<b>Health and Safety</b>	<p>Lead by example by taking care of the health and safety of self and others</p> <p>Report all accidents, 'near miss' incidents and work related ill health conditions to manager / supervisor / team leader and to the safety department</p> <p>Follow safety rules and procedures</p> <p>Use work equipment, personal protective equipment, substances, and safety devices correctly</p> <p>Take part in safety training &amp; risk assessments and suggest ways of reducing risks</p> <p>Carry out duties in a safe manner in accordance with corporate policies and procedures</p>
<b>Public Health</b>	<p>Fully comply with personal hygiene standards as stated in company and public health policies and procedures</p> <p>Demonstrate at all times excellent hand washing techniques and coughs and sneezes etiquette</p> <p>Follow the company instructions regarding immediate reporting of ill health symptoms (i.e.) diarrhoea, vomiting, fever, and any other symptoms as appropriate</p>
<b>Environment</b>	<p>Understand own environmental responsibilities and act accordingly</p> <p>Apply practical measures to reduce water and electricity consumption</p> <p>Apply waste segregation diligently both in work area and when off duty</p> <p>Follow the correct method of disposal of surplus or spent chemicals used</p> <p>Work in a way that avoids environmental incidents and report situations where environmental integrity may be breached</p> <p>Handle materials carefully to minimise spillages during work routines and safely dispose of contaminated material generated during work routine</p>
<b>Emergency Duties</b>	<p>Understand own emergency duties and routines onboard ship</p> <p>Take an active part in the ship's team response to an incident</p> <p>Ensure familiar with ship's emergency alarms and routines</p> <p>Ensure familiar in the use of all fire fighting appliances located within area of responsibility</p> <p>Ensure familiar in the use of the ship's life saving appliances and equipment including lifeboats and liferafts</p> <p>Participate fully in all relevant drills and training</p> <p>Know how to raise the alarm when necessary</p> <p>Able to identify escape routes and emergency exits</p> <p>Understand the function and operation of fire screen / splash tight and watertight doors</p> <p>Take part in passenger clearance from public areas, ensuring passengers have responded correctly and the area is clear and all equipment is secure and isolated</p> <p>Undertake passenger assistance including the use of evacuation chairs, helping passengers that require assistance from their cabins to the relevant muster station</p> <p>As a Stairway Guide carry out crowd control of stairways ensuring the safe movement of passengers, directing them to the relevant muster station</p> <p>Once all passengers are mustered become part of a muster station</p> <p>Guide, direct and lead passengers to the lifeboat and disembark with them in the event of the need to abandon ship</p> <p>Undertake other emergency duties / routines within the ERP as directed</p> <p>Undertake any other emergency duties required that are specific to vessel</p> <p>Follow all emergency procedures as directed</p>
<b>Safeguarding</b>	<p>Aware of CUK safeguarding children policies and procedures</p> <p>Report any concerns of a safeguarding nature to the Designated Safeguarding Person (DSP)</p>
<b>Security</b>	<p>Understand the security levels as defined by ISPS and own responsibilities</p> <p>Follow the correct security procedures when embarking and disembarking from the ship</p> <p>Report suspicious activities, packages and / or security incidents following the correct procedure</p>

**Technical**

<b>Knowledge/Skill</b>	<b>Summary of Responsibilities</b>
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<b>Quality Standards</b>	Follow the correct quality standards relating to the restaurant department
<b>Customer Service</b>	Respond calmly and quickly to requests from passengers or crew members Deliver customer service within the agreed time-scales and to the quality required, ensuring passenger satisfaction Immediately respond to complaints and customer service issues, or report them to line manager, to ensure a speedy resolution Behave in a polite and friendly manner with passengers and crew members at all times and in all areas of the ship
<b>Food Hygiene</b>	Follow the correct policies and procedures regarding food hygiene at all times Ensure all food preparation equipment and spaces are sanitised and clean at all times in accordance with company policy Highlight issues immediately in order to minimise any impact on passenger health
<b>Menu</b>	Describe dishes to passengers using descriptive and enticing detail and explain how all menu items are cooked and what ingredients are included, including herbs and spices Suggest menu choices and alternatives to passengers based on their stated preferences Explain all of the culinary terms used on the menu for passengers
<b>Waiting</b>	Anticipate passenger needs without being directly asked through observation of body language and listening, providing a high level of service Take orders accurately, which can be read and understood Confidently and professionally deal with any passenger queries or incidents Maintain excellent poise and body language throughout service Ensure all tables are set correctly for each service period Follow the correct waiting standards as required for the particular restaurant / outlet
<b>Dietary Requirements</b>	Understand special dietary requirements for passengers Discuss dietary problems with relevant passengers and proactively inform them of the menu items which may cause them an issue, when required Ensure any dietary requirements are appropriately catered for
<b>Beverages</b>	Serve drinks correctly to passengers including garnishes where required Discuss with passengers the differences between wines to aid their choice Help passengers choose the most appropriate wine / drink to accompany their meal
<b>Responsible Serving of Alcohol (RSA) for Passengers</b>	Follow the RSA policies and procedures correctly and consistently Refer potential issues to the supervisor / manager on duty
<b>Revenue Generation</b>	Use specialist knowledge to help inform passengers on products and positively influence revenue generation
<b>Cleaning</b>	Use the correct chemicals and equipment for the relevant cleaning job Follow restaurant cleaning schedules and clean all areas to the agreed standards Tidy up rubbish, Hoover carpets and clean floors Clear away cutlery and crockery and ensure all tables, surfaces and areas are kept clean and tidy at all times Maintain and look after equipment, following the standard operating procedures

**CUK Behaviours** (Refer to the skills profile for detailed CUK Behaviours)

<b>Self-Awareness</b>	When undertaking role thinks about how they communicate and behave and is a role model for others
<b>Thinking Ahead</b>	When undertaking role thinks about more than just the task in hand, proactively works to anticipate the needs of the passenger and restaurant area and plans ahead
<b>Being Part of a Team</b>	Works well with others to ensure an efficient and effective service is provided
<b>Open and Honest Communication</b>	Communicates effectively with passengers, crew and officers ensuring a positive working environment
<b>Customer Centred</b>	Understands how their role has a direct impact on the passenger experience and works hard to provide excellent customer service Deals with feedback positively and strives to deliver a consistently high service
<b>Acting Safely</b>	Takes responsibility for health and safety of self and others and always considers safety in their everyday tasks and activities

## **Person Specification**

	Able to balance plates and trays and deliver these without incident to the tables
	Passionate about delivering exceptional service to customers and continually looks to improve service
	Knowledgeable about wines, understands the difference between the main grapes and able to describe different wines
	Self motivated and takes pride in work, strives to deliver a good service
	Attentive to the passengers needs, works to provide an anticipative service
	Works effectively as part of a team to deliver an efficient service, showing trust, respect and fairness in their treatment of colleagues
	Organised, structured and focused on the detail in their approach to work
	High attention to detail, ensures the passengers are well catered for and the service runs smoothly
	High degree of accuracy, takes orders correctly and clearly
	Keeps up to date on the food and beverage served in all areas of the ship and helps passenger to choose appropriately
	Displays good memory skills and is able to remember details
	Calm under pressure, taking a logical approach to problem solving and involving and communicating to relevant stakeholders throughout
	Decisive and responsive to emerging situations
	Adaptable and flexible in the face of change or unanticipated events
	Communicates assertively and honestly at all times
	Socially confident and adopts a professional manner, comfortable making conversation with passengers
	Takes responsibility for own learning and is proactive in increasing own knowledge and skills
	Loyal to the Carnival UK brand and compliant with company policies and procedures

<b>Version no for Job Description</b>	<b>Issued By</b>	<b>Date of Issue</b>
1.2	Ian Strangeway	01 September 2015