

JOB DESCRIPTION

POSITION TITLE: RESTAURANT ATTENDANT

DEPARTMENT: FOOD AND BEVERAGE

POSITION REPORTS TO: RESTAURANT SUPERVISOR/HEAD WAITER

NUMBER OF STRIPES: NONE

DIRECT REPORTS: NONE

PREPARED BY: CONSULTANT, RESTAURANT OPERATIONS

APPROVED BY: DIRECTOR, FOOD AND BEVERAGE OPERATIONS

CREATION DATE: 10/19/17

REVISION DATE: 10/19/17

POSITION SUMMARY:

Restaurant Attendant will perform the food service functions of dining and the working area is not limited to specific dining venues onboard. Some examples that are included but not limited to Room Service, Complimentary Dining Venues, Windjammer, etc.

While performing routine and expected responsibilities, all restaurant attendants are engaged in providing courteous and professional service to guests. The duties described below are performed either personally or through subordinates.

Job skills/Results:

All duties and responsibilities are to be performed in accordance with Royal Caribbean International's Gold Anchor Standards, SQM standards, USPH and HACCP guidelines, environmental, and work place safety policies and procedures. Each shipboard employee may be required to perform all functions in various food and beverage service venues throughout the ship.

In accordance with Royal Caribbean International's philosophy of Anchored in Excellence, each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions guests or fellow shipboard employees and/or in the presence of guest contact and crew areas.

- 1.Participates in rotational service delivery schedule, working in complimentary dining venue and various other food and beverage service venues.
- 2.Observes all established security and guest privacy procedures when delivering to staterooms.
- 3.Ensures efficient and seamless service delivery of all meals to guests in their staterooms.
- 4.Learns and uses appropriate food and wine terminology and pronunciation, to enhance the guest's dining experience. Becomes familiar with menu descriptions and wine lists in order to discuss items appropriately with guests.
- 6.Arranges settings on stateroom service trays, per Gold Anchor Standards.
- 7.Greets guests appropriately when delivering room service order, per Gold Anchor Standards. Observes all established security and guest privacy procedures when delivering to staterooms.
- 8.Presents both food and beverage to guests; can answer questions regarding food and beverage items and communicates information to guests per Gold Anchor Standards. Makes recommendations to entice guests while meeting management goals (KPIs).
- 9.Relays order to galley as required and serves courses from galley and beverages from various locations.
10. Garnishes and decorates dishes as required prior to serving.
11. Enters food and beverage orders in the point-of-sale system.
12. Observes guests to anticipate their needs and responds to any additional requests.
13. Take ownership of maintenance in Guest Corridors when appropriate.
14. Maintains cleanliness and appearance of their working area in accordance with all USPH and company standards.
15. Attends meetings, training activities, courses and all other work-related activities as required.

16. 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.

17. Actively follows ServSafe responsible service of alcoholic beverages.

18. Carries dirty dishes from respective dining rooms to kitchen/galley. Wipes table tops and chairs with damp cloth. Replaces soiled table linens (when applicable) and sets tables with silverware and glassware.

Contributes to Business Performance

- Makes recommendations to entice guests while meeting management goals of reducing particular inventory stock and/or managing food costs
- Drives revenue by ensuring thorough knowledge of various beverage and specialty dining options available to guests, securing reservations, based on guest preferences
- Maintains costs through the proper use, handling and maintenance of supplies and equipment
- Provides on-the-job leadership and guidance to Assistant Waiters/Waiters to strengthen their current performance and in preparation for possible advancement to a Waiter position

Cultivates Customer First

- Demonstrates a passion for customer service excellence and understands the implications of cultural differences for service requirements
- Follows all Gold Anchor Standards with regards to service including greeting and escorting guests, using guests' names and observing guests to anticipate needs. Ensures complete guest satisfaction.
- Takes ownership for guest issues/concerns and follows up to ensure resolution
- Always provides guests with alternatives and avoids using the word "No"

PEOPLE SKILLS

Demonstrates Passion, Drive and Energy

- Demonstrates pride, passion and commitment to our GOLD Anchor hospitality philosophy
- Smiles when on duty; is always pleasant and upbeat

Cross Team Collaboration

- Works with both the galley and beverage teams to ensure food and beverage quality control. Garnishes and decorates items as required prior to serving. Ensures that products are served according to brand standards.
- Promotes teamwork within venue to enhance sales performance and drive guest satisfaction
- Partners with beverage team to ensure a seamless, end to end customer service experience

Acts with Integrity

- Achieves business results through the delivery of an exceptional customer service experience, never via the solicitation of ratings

QUALIFICATIONS (EDUCATION, WORK EXPERIENCE, SKILLS AND ABILITIES):

Hiring Requirements:

- Two year food and/or beverage service experience, preferably in a 4 or 5 star restaurant. Banquet experience preferred.
- Ability to distinguish soft drink varieties.
- Knowledge of basic buffet food items.
- Ability to apply customer service skills, according to Royal Caribbean International's Gold Anchor Standards, when interacting with guests and coworkers.
- Ability to follow Ben & Jerry Ice Cream scooping and presentation procedures.
- Completion of high school or basic education equivalency preferred.
Ability to speak additional languages such as Spanish, French, German, Italian, or Portuguese is preferred.

Internal Candidate Requirements

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

- Must fulfill all requirements as stated in "Career Eligibility File"
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Language Requirements:

- Ability to speak English clearly, distinctly and cordially with guests
- Ability to speak additional languages such as Spanish, French, German, Italian or Portuguese preferred
- *All shipboard employees must be able to communicate in the English language 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.*

Physical Requirements:

- *While performing the duties of this job, the shipboard 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. 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 lifesaving 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. The employee must have the ability to lift and/or move up to 50 pounds.*