



Jr. Waiter(ess) Job Description

Purpose Statement

To ensure that the six star Crystal service standard is maintained at all times by dealing with guests and fellow crew in a professional and courteous manner and supporting senior waiters and waiters with food orders in the restaurant or other venues as assigned.

Reporting Structure

Reports to: Head Waiter

Direct Reports: N/A

Operational Duties & Responsibilities

All duties and responsibilities are to be performed in accordance with the Crystal Basics, ISM/ISO, STCW, and MLC standards, USPH guidelines, and environmental regulations.

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

- To greet guests in a professional manner and to provide them with prompt, courteous and friendly food and beverage service at their assigned station in the onboard restaurants.
- To assist with food deliveries from the galley to the respective Waterside stations.
- To maintain a friendly and approachable demeanor, even under pressure, and utilize an in-depth knowledge and understanding of Crystal Basics.
- To conduct oneself in a professional and courteous manner, including physical and verbal interactions with fellow shipboard employees and/or in the presence of guests.
- To attend meetings, training activities, courses and all other work-related activities as required.
- To record work and rest hours on the crew portal on a continuous basis.
- To perform operational 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 may be required to perform other job-related duties as assigned by their supervisor or management.

Financial Responsibilities

- To control use of consumables and equipment.
- To ensure Company property is maintained properly and treated with respect.

Safety Responsibilities & Physical Requirements

- To use Personal Protective Equipment (PPE) when appropriate.
- To practice Safe Lifting Techniques as required by company guidelines. Employees may be required to lift or move up to 55lbs (25kg) without assistance.



- To comply with In Port Manning (IPM) duties as scheduled.
- Emergency duties as assigned and participation in guest and/or crew lifeboat drills as required.
- Other safety responsibilities, as assigned, but not limited to the above.

Qualifications

- Experience as a waiter in either shore side or ship-based luxury establishment beneficial.
- Must have some food and beverage knowledge.
- Fluent written and spoken English (needs to score at least 70% in the onboard English proficiency test).
- Good interpersonal and public communication skills.
- Good organizational and multi-tasking skills are required together with an eye for detail.
- Must be in possession of all position relevant STCW certification as mandated by the International Maritime Organization (IMO).
- Must be in possession of a valid Crystal Cruises approved Pre-Employment Medical Examination (PEME), declaring the crew member to be fit for shipboard duty.
- Must be service minded with an outgoing, charming, and friendly personality.

Prepared by	M. Stone, DSHR	Draft Date	13 January 2023
Approved by	G. Lorenz, VP F&B Operations	Effective Date	