

International Cruise Services, Inc. & SEVEN SEAS SERVICES LIMITED

P O S I T I O N D E S C R I P T I O N

Position Title: **Senior Head Waiter**

Department: **F&B** Sub-Department **Restaurant**

Reports To: **Restaurant Manager, Assistant Restaurant Manager(O-class), Maître D's**

Direct Reports: **Restaurant Staff**

Position summary

To ensure high quality service to the guests by leading and motivating the restaurant staff, in line with company standards and policies outlined in the operational manuals and human resources manual, including coaching and training the employees; planning, assigning and directing duties; preventing and handling guests issues; creating an overall pleasant dining experience.

Essential duties and responsibilities

Operational

- Create a positive and innovative atmosphere which encourages the restaurant staff to commit themselves to the task in hand and where necessary, go beyond the call of duty in order to reach company's expectations.
- Consistently exhibits and transmits the company's service culture, is polite, courteous, accommodating and displays a positive outlook and attitude at all times.
- To be thoroughly acquainted with the company's operations policies as described in the Restaurant Operations Manual.
- To be knowledgeable of the Food and Beverage aspect of the operation, like menu knowledge and cooking methods applied menu cycles and presentation standards.
- To be fully knowledgeable of the restaurant routes of service manual that outlines company's standard in regard procedures and policies.
- Supervisory duties in different outlets that he/she is assigned to.
- Personal practice of professional and clear communication skills, maintaining supervisors image using the appropriate approach and ensuring fairness and respect to all.
- Responsible in ensuring proper usage of the company's equipment by controlling breakage and constantly maintaining the par level in place.

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- To keep the Restaurant Manager informed on all guest's issues, special requests, suggestions and complaints. When assigned to the Terrace Café / La Veranda, communicates all relevant information to the Maître d' in charge.
- When the Sr. Headwaiter is assigned to the GDR, he is responsible in overseeing all aspects of the Grand Dining Room service and supervision, which means he/she should be able to provide support to the team of middle managers by providing information on areas to monitor.
- Conversant with the work schedules, and side duties of all service personnel and middle managers.
- To assign service stations to the wait staff from the respective assigned restaurant based on their performance, attitude and ability's without preference or discrimination.
- Be involved with inventories of the respective outlet, conduct regular spot checks.
- Regularly approach guests during their meals surveying impressions and comments related to food and service; give special attention to VIP's and demanding guests.
- Ensure that all service personnel adhere to Company rules and Regulations regarding uniforms, personal appearance and hygiene through the individual check-in process.
- Ensure that menu briefings are conducted before each meal according to the Restaurant Operation Manual.
- Ensure that all guest requests, inquiries and complaints are responded promptly.
- Ensure that all special diets special request are fulfill as per guests requirements.
- Train and supervise staff to minimize breakage, loss and damage of the equipment.
- Conduct employee meetings and counseling sessions.
- Maintain discipline and ensure that the staff is aware and understands ship's rules and regulations.
- Conduct regular inspections of restaurant areas to ensure proper organization, cleanliness and maintenance.
- Has full knowledge of current U.S.P.H rules and regulations and maintains U.S.P.H standards at all times
- Ensure that the assigned location is up to U.S.P.H. standards.
- Conduct U.S.P.H. training of the restaurant staff.
- Maintain and encourage a positive relationship with other departments.
- Work close and efficiently with the Head Sommelier/Cellar Master to anticipate and communicate any guests remarks in regards the beverage service in the restaurant.
- Attends and shares any service related issue on the restaurant management meeting to ensure prompt follow up on guests' comments.
- Must be knowledgeable with entire restaurant operation and daily events – scheduling, requisition, inventory, breakage.
- Familiar with the MLC regulations and ensure compliance of the procedures.

Training & Development

- In conjunction with the Restaurant Manager, have an active participation on the development of the wait staff by physically showing them how to complete and achieve tasks in set time frames.
- Continuously conducts training sessions with his/her staff covering all aspects of service outlined in the restaurant operation manual.
- Set up and supervise a training program for the Restaurant Personnel covering all aspects of service, menu education and etiquette.
- Evaluate staff and discuss their strengths and weaknesses with the Restaurant Manager, giving special attention to the new employees.

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- Responsible for the training program of the restaurant staff, motivating and encouraging them for future promotion.

Financial

- To be aware of the revenue aspects of the operation.
- To ensure cost-effective revenue of his/her in assigned venue and minimize operating expenses without affecting product standards delivered to the guests.
- To keep close control of all the equipment and conduct inventory whenever required by the Restaurant Manager.

Safety Responsibilities

- Must be familiar with the vessel layout in terms of safety and security, must have a full understanding of ships rules / regulations (SMS) and participate in all required safety drills / training.

Resources

- Must be familiar with the Human Resources Manual and Shipboard Training.
- Maintain a high level of crew morale within his department, ensuring that all crew are treated in a fair and unbiased manner and the team works with a positive atmosphere.

Other Duties and Responsibilities (Other duties may be assigned)

- Prepare clear and well-organized End of Cruise Voyage Reports as per the Restaurant Manager guidelines.
- Be fully aware with the Silverware reservations program.
- Coordinate orders for supplies as per the Restaurant Manager guidelines.
- Supervise and leading the luggage operation whenever required.
- Attend any stand-by for USPH purposes.
- The above summary are general responsibilities, but is not limited to these, other duties may be assigned as needed by onboard management.

Qualifications

Knowledge, experience, skill, and/or ability

Required

- Strong leadership and organization skills.
- Team player.
- Outgoing personality, open minded and flexible.
- Well-groomed and a neat appearance.
- Ability to work with international crew and guests.
- Ability to perform well under pressure.
- Ability to deal professionally with guest complaints.
- Min. 3 years' experience in a 5-stars operation, hotel, restaurant or ship.

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- Excellent knowledge of international cuisine.
- Great attitude at all times.
- Punctual ,Flexible and efficient.

Preferred

- Standard European restaurant background.
- Good administrative skills.

Required computer skills

- Microsoft Office (Word, Excel, Outlook, PowerPoint).
- Basic Windows XP, Vista and Windows 7 Operating Platform knowledge.
- Familiarity with company proprietary and internal computer system, such as: ICS, Silverware, Apollo Solution and TAR.

Education/experience/certifications

- High School education or better, or diploma in Hospitality Management; or five to eight years related experience; or equivalent combination of education and experience.
- USPH or HACCP certification.
- STCW preferred.

Other Skills

Knowledge of general office practices, procedures and equipment; ability to prioritize tasks and work independently; strong organizational, interpersonal and communication skills; ability to interact with senior-level management and owner representatives.

Math Ability

Able to add, subtract, multiply and divide in all units of measure using whole numbers, common fractions, and decimals.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Work Environment & Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions for this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee is regularly required to stand; use hands to finger, handle, or feel; reach with hands and arms; talk or hear and smell. The employee must be able to lift or move up to 55 pounds (20 kilograms) without assistance.

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The vision requirements include

Ability to adjust focus, depth perception, peripheral vision, distance vision and close vision and to be able to otherwise perform the essential functions of the job in a manner that does not present danger to the employee or others with or without a reasonable accommodation.

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