



SEABOURN®

SBN - Sr Waiter – Other

The Senior Waiter is responsible for the ultimate guest satisfaction on their station and follows the set Seabourn service procedures. They are also responsible to teach, train, and guide their team in order to achieve excellence and exceed guest expectations.

Key Responsibilities

- Reports directly to the Assistant Maître D Hotel, as directed by the Restaurant Manager
- Takes food orders and follows all service standards and procedures in compliance with company guidelines, ensuring their station is ready for service
- All guest preferences are known to the station team and are met and learns guest names as per company standards
- Responsible for the DMS tablets execution and maintenance of the product
- Adheres to all Public Health regulations and procedures
- Attends training for the IPM program and other various training sessions with the aim to further improve his/her level of performance
- Strives to a minimize breakage and wastage and follows proper procedures when disposing of garbage
- Follows company guidelines regarding uniforms and personal hygiene
- Executes the Seabourn HESS-MS appropriate to their position
- Assists with additional duties as requested by the ships management

Qualifications

Education:

- Diploma from a recognized apprenticeship program, or equivalent

Experience:

- At least two years of full time working experience in a four or five star (or similar grade) hotel/restaurant. Previous experience from another cruise line is preferred
- Restaurant experience combined with good attitude, willingness to learn, good presentation and proficient English language skills
- Professional experience with international clientele

Knowledge, Skills & Abilities:

- A passion for food, food knowledge, and service
- USPH and other international public health rules and regulations by participating in the company's Basic Food Hygiene course every two years and achieving a minimum of 80% pass
- Knowledge of all aspects of good quality restaurant service
- Self-disciplined, self-motivated, and a critical eye for detail
- Team player with a strong ability to communicate with their team members, the guest, and other departments
- Strong ability to understand and follow verbal and written instructions and follow assigned tasks to completion and on time

Physical Demands & Travel

Physical Demands:

For the safety of yourself and others on board, certain physical abilities must be maintained. In this role, you must be able to bend, climb, perform repetitive motion, and repetitively heavy lift, as well as maintain physical fitness to perform tasks associated with job.

Travel Requirements:

- Passport – valid for a minimum of 6 months
- Flag state issued Seaman Book
- General flag state or flag state approved Marine Fitness Medical
- United States C1/D Visa
- English Marlin test at minimal score of 80%
- Pre-employment medical examination

Working Conditions:

Working on a cruise ship is very different from any land-based occupation. Working hours are longer and work is more intense due to the constant demand of the guests. You have to be very flexible in your working hours, which on occasion might have to be changed due to unforeseen circumstances. The Maritime Labour Convention of 2006 however strictly regulates these. Apart from the working hours there are strict rules which all members of the ship's company need to adhere to as stipulated by the Master's standing orders. You work in close proximity with your fellow crewmembers and therefore respect among all is essential.

About Seabourn

At Seabourn, we are passionate about travel. We believe that traveling for pleasure has a redemptive power that enriches people's lives. And we believe that people should travel well.

Cruising on a Seabourn ship is unlike any other form of travel. The experience is luxurious, yet relaxed — elegant, yet casual — sumptuous, yet understated. Our intimate ships visit the most desirable destinations worldwide, sailing to the heart of landmark cities, as well as to hidden gems where larger vessels cannot follow.

Our ships attract interesting people, who seek to share experiences beyond the expected in places beyond the ordinary. Our acclaimed staff offers a unique style of heartfelt hospitality that is sincere, thoughtful and personal.