



SEABOURN®

SBN - Waiter - Other

The **Seabourn** Waiter plays an integral part of the overall guest satisfaction onboard our ships by providing memorable moments in our various culinary venues. Seabourn Waiters provide a personalized service to each of our guests through their customized approach and the small extra attention they provide. Our Waiters have an unwavering ability to “read” our guests, anticipating needs and requests before being asked.

Key Responsibilities

- Knowledge of all wine and food offerings as explained in each outlet’s menu briefing. This includes information regarding portions, ingredients, wine vintages, grapes and blends, potential food allergies and other related information of which guests might inquire. Offers wine and menu recommendations as outlined by the outlet Chef de Cuisine and Sommelier
- Ensures accuracy of all food and drink orders and respectfully expedites all instructions, when requested, in compliance with company guidelines and when directed by Snr Waiter/Bar Tender or Sommelier, using DMS, Micros and checks, depending on the outlet
- Learns and uses guest names as per company set procedures and standards
- Greets and escorts guests to their tables, seats or locations in the assigned outlets. [This includes escorting plates and beverages in all outlets this is relevant to]
- Assists with set-up, service and break down duties linked to each outlet and as advised by managers. Clears stations from any soiled service items
- Ensures that the company food and beverage standards, company guidelines regarding personal hygiene and uniforms, and of service procedures are being adhered and followed
- Learns the Public Health regulations and procedures, adhering to these standards at all times (pre/post and during service)

- Ensures that company policy in regards to drinking age is followed and that the service of alcoholic beverages to 'overserved' guests is reported and stopped in a tactful and appropriate manner
- Attends training for the IPM program and attends various training session with the aim to further improve his/her level of performance
- Strives to minimize breakage and wastage and follows proper procedures when disposing of garbage
- Familiar with and executes the Seabourn HESS-MS appropriate to their position
- Reports directly to and follows instructions from the Snr Waiter, Bartender or relevant manager to administer the appropriate service related to the outlet
- Assists with additional duties as requested by the ships management

Qualifications

Education:

- Diploma from a recognized apprenticeship program, or equivalent

Experience:

- At least one year 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.