

# SEVEN SEAS SERVICES LIMITED & International Cruise Services, Inc.

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

Position Title:       **Waiter**

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

Reports To:         **Restaurant Manager, Assistant Restaurant Manager, Maitre D', Headwaiter, Jr. Headwaiter, Room Service Supervisor.**

Direct Reports:     **Assistant Waiter Jr. / Buffet Waiter.**

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### **Position summary**

To provide high quality service to the guests and ensure guests satisfaction by delivering quality friendly, courteous and professional service in any dining venue assigned that consistently and effectively reflects the luxurious nature of our company and an overall pleasant dining atmosphere and experience.

### **Essential duties and responsibilities**

#### **Operational**

- Provides personalized service always with a smile (remembers guests names and preferences).
- Maintains clean and orderly tables, set up, organize and clean the station as per USPH standards
- Prepares a good mise-en-place to ensure that his station is ready when guests arrive.
- Be present at the table as guests arrive or leave, pulling the chair for the ladies.
- Offer the menu and introduce him.
- Ensure with the assistance of the Asst Waiter water, bread, butter, and beverages are offered as per service procedure.
- Must be fully knowledgeable about the menu assisting the Guests with menu explanation and eventual recommendation.
- Must be fully knowledgeable about service procedure and standard.
- Taking and processing the order, serve the food promptly and in a timely manner, ensuring temperatures and presentations as per service procedure.
- Embarkation, debarkation and luggage handling duties when required.
- Performs Room Service duties when requested by supervisors.
- Handles all ship' equipment with utmost care and reports any faulty/broken equipment.
- Assists management with coaching and introduction of new personnel.
- Performs all other duties as requested by supervisors.

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- To project a favorable image of the company, to promote its aims and objectives and foster and enhance public recognition and acceptance of all its areas and endeavor.
- Aware of all events and activities on the ship at all times.
- To achieve the primary objectives of the position and comply with the above mentioned accountabilities in a timely and efficient manner in accordance with company policies.
- To keep supervisor promptly and fully informed of all relevant matters.
- To ensure confidentiality when handling sensitive information.
- Ensure that all special diets special request are fulfill as per guests requirements in coordination with the section Head Waiter.
- To achieve the primary objectives of the position and comply with the above mentioned accountabilities in a timely and efficient manner in accordance with company policies.
- To project a favorable image of the company, to promote its aims and objectives and foster and enhance public recognition and acceptance of all its areas and endeavor.
- USPH: Guaranteeing safety, hygiene and sanitation practices are present at all times, maintaining cleanliness of his assign areas up to USPH and company standards, policies and procedures.

#### **Training & Development**

- Attends all meetings, training activities, courses and all other work-related activities as.

#### **Financial**

- Achievement of departmental financial targets.

#### **Safety Responsibilities**

- Participate in Safety drills according to instructions; Comply with the companies safety and pollution prevention regulation and operating procedures; must be in possession of valid STCW certificates.

#### **Resources**

- ROM (Restaurant Operating Manual).

#### **Other Duties and Responsibilities** (Other duties may be assigned.)

- Assist with luggage's loading/offloading or provisions whenever required and as directed.
- The above summaries the 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

- Elementary and middle school (8th grade) or higher.
- Standard European restaurant background.
- Min. 3 years' experience in a 5-stars operation, hotel, restaurant or ship.
- Good knowledge of international cuisine.
- Great attitude at all times.

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- Punctual.
- Well groomed and neat appearance.
- Flexible and efficient.
- Team worker.
- Outgoing.
- Social skills.
- Ability to work under pressure.
- Ability to work within an international team.

Preferred

- Experience and/or training in the hospitality field considered a plus.
- Shipboard Experienced.

**Required computer skills**

- N/A

**Education/experience/certifications**

- 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.

**The vision requirements include**

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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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