



Dining Services WAITER

POSITION DESCRIPTION 52104

Original file Tim Skinner Jun 09, 10	Approved by Emilio La Scala	Authorized by M. Maresca	For use on Cruise Fleet	Last revision by Giovanni Mautone	Last Revision date August 02 2011	Revision No 2	Page 1 of 4
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POSITION NO.	52104
Title	WAITER – Chef de Rang
Department	Hotel – Dining Services
Main Function	To provide professional, high-quality Dining wait Service (including wine and beverage service) in all assigned restaurants.
Reports to	Maitre d'Hotel via Assistant Maitre d'Hotel
<i>Subordinates</i>	Assistant Waiter
<i>Replacement</i>	Alternate waiter or Assistant Waiter
<i>Uniform</i>	As per SP Manual (Chapter Uniform)
<i>Operational bibliography</i>	VSP Manual, Shipsan Manual, Anvisa Regulations (South American program), MSC Sanitation Manual, Safety Handbook, and MSC Employee Handbook. MSC Standard Procedures manual.
<i>Promotion train</i>	Station Captain>Head Waiter>Restaurant Supervisory Position
Fundamentals of position	<ul style="list-style-type: none"> ▪ Based on experience and ability, waiters are assigned to the Dining Services Department, and report through the Head Waiters to the Maitre d'Hotel. ▪ The principal job of all waiters is to provide quick, safe, courteous, friendly and professional dining service to Guests, without rushing them, by offering intimate, personal service, knowing, remembering and using their names.
Documents & Certificates	<ol style="list-style-type: none"> 1. Basic Safety Training Certificate including Swimming & Rowing 2. All other certification (including visas etc.) required including Compliance with the requirements of STCW 95 regarding certification for this position and all documents in force at the time of your employment to comply with the Flag State requirements of the ship to which you are assigned. 3. You require a current Panama Seaman's Book
<i>Language Skills</i>	<ul style="list-style-type: none"> • Fluent in oral and written English (working & Safety language of the Company) • Ability to speak, read and write in Italian is a major benefit and may be a requirement. • Ability to speak, read and write in any major other languages (German, Spanish, Portuguese, French, Russian, Chinese etc.) is considered a major advantage that could eventually influence the selection for some positions.
<i>Experience</i>	Minimum of two years as a waiter in Restaurant service, preferably on an international Cruise vessel, or one year at sea and one year in a 5-star international hotel as waiter.
<i>Health</i>	To satisfy the requirements of the laws of the Flag State of the Ship regarding health and physical requirements, and to have current documentation to certify that all medical requirements relating to this position are met according to the specific requirements of the job.
<i>Team attributes</i>	Proven ability to work and (where necessary) supervise in a harmonious and productive team environment.
<i>Preferred employee</i>	Non-Smoker

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Qualifications

- High School or college graduate (Certified)
- Graduate from an internationally-certified Hotel or Restaurant school.
- Ability to generate goodwill and friendliness by outgoing and warm personality.
- Demonstrated knowledge of the operation of a high volume, high-class restaurant.
- Clear understanding and use of Company sanitation requirements.
- Above-average working knowledge of tableside-service.
- Able to communicate with all levels and nationalities of Guests and personnel.
- Able to lead Assistant Waiter by example
- Capable of replacing Station Captain in times of need
- Ability to work in harmony with colleague waiters.

Physical Requirements

The following physical requirements apply to this position

- While performing the duties of this job, you may be regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell.
- You must occasionally lift and/or move up to 25 Kg.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- You must be physically able to participate in emergency life saving procedures and drills.
- Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats.
- If working in any Guest area (or where Guests may see you), you are not permitted to display any tattoos on any exposed part of your body when wearing uniform (summer or winter).

Safety & Discipline

You are required to:

1. Read, understand and implement the Mission Statement of the Company.
2. Read, understand and follow the MSC Crew Regulations ensuring all personnel in the Housekeeping department have copies, and comply accordingly.
3. Wear the complete prescribed uniform and name badge as specified in Company Standards, complying with regulations relating to tattoos, hair and body decorations.
4. Attend and participate as required in all emergency drills, carry personal emergency card, and understand emergency duties.

Responsibilities

For this position, your responsibilities are:

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| <i>Food Safety rules</i> | 1. To understand and work within company Food Safety rules. |
| <i>Handwashing</i> | 2. Wash your hands before you start work, whenever you enter the galley or any time you contaminate your hands, and ensure your busboy does the same. |
| <i>Your Station</i> | 3. To supervise of a specific Station at any food outlet and when assigned, to a duty at any Buffet (breakfast, lunch or evening). |
| <i>Training sessions</i> | 4. To attend training sessions when required by your supervisor. |
| <i>Guest complaints</i> | 5. To report any problems and Guest complaints to the Head Waiter immediately. |
| <i>Help your busboy</i> | 6. To supervise your Assistant Waiter, ensuring he is performing his job correctly, and providing help and encouragement where required. |
| <i>Personal hygiene</i> | 7. To check your Assistant Waiter on arrival in the Restaurant, to ensure he has showered, shaved, hair neat, no excessive jewellery, is wearing a clean and pressed uniform with name-tag, and wearing deodorant, and that he is not carrying cigarettes or a cellular telephone. |

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| <i>Tables, chairs, carpets</i> | 8. To ensure the cleanliness and sanitation of your service station, all tables and chairs, carpet and fixtures. |
| <i>Restaurant reservations</i> | 9. To assist (if required) the Maitre d'Hotel in the operation of Dining Table reservations during embarkation of Guests. |
| <i>Maitre d'Hotel meetings</i> | 10. To attend all restaurant meetings as required. |
| <i>Mis-en-place</i> | 11. To check your Station and Assistant for cleanliness and correct mis-en-place before and after every meal. |
| <i>Stand as Guests arrive</i> | 12. To be standing at your station when Guests arrive, helping them by pulling out chairs. |
| <i>Wear Name badge</i> | 13. To always wear your name-badge on and off duty while on board. |
| <i>Serve promptly</i> | 14. To ensure Guests are always served promptly, in a friendly manner and with the correct food. |
| <i>Napkin & bread</i> | 15. To place the napkin, to pull the chair rolls and offer the Menu after Guests are seated. |
| <i>Never rush Guests</i> | 16. To ensure Guests are never rushed, or made to feel that they are being rushed. |
| <i>Clean menus</i> | 17. To ensure menus are clean before handing to Guests. Advise Head Waiters if they are not. |
| <i>Understand menus</i> | 18. To study and understand all menus in all languages. |
| <i>Show Plates</i> | 19. To see and understand the Show Plates placed on display in the Galley before the start of every meal. |
| <i>Write orders</i> | 20. To write the orders on an order pad – never on a menu. |
| <i>Explain dishes</i> | 21. To explain to Guests the composition of all dishes if required. |
| <i>Wine List</i> | 22. To make sure that Guests receive the wine list. |
| <i>Wine service</i> | 23. To provide Guests with basic wine suggestions, promoting special offers and up-selling when possible. Serve the wine according to Dining Standard Procedures. |
| <i>Recommend specials</i> | 24. When taking orders, to describe and recommend to Guests the suggested Daily Dishes. |
| <i>Coordinate service</i> | 25. To co-ordinate the service with the assistant waiter to ensure Guests are served promptly. |
| <i>Hot food hot</i> | 26. To ensure all food is served hot and placed correctly on the plate. |
| <i>All food on trays</i> | 27. To ensure all food is carried from the Galleries covered, on a tray, and at shoulder level. |
| <i>Correct silverware</i> | 28. To ensure Guests have the correct silverware before each course, and that the correct condiments and sauces are offered with the appropriate food. |
| <i>Serve in sequence</i> | 29. To serve courses in correct sequence - appetizer, soup, salad, pasta, main course and dessert. |
| <i>Follow-up</i> | 30. To politely ask Guests if they are satisfied with their food, and to immediately advise the Head Waiter if the Guest is not happy with any aspect of the food or service. |
| <i>Farewell Guests</i> | 31. To be at your station when Guests leave the restaurant, and to offer them a courteous farewell. |
| <i>Special parades</i> | 32. To participate, if required, in a special food parade (baked Alaska, etc.) In this case, to be at the assembly point on time. |
| <i>Cruise Finale show</i> | 33. To take part, if required, in a special end-of-cruise choir of all restaurant personnel in the restaurant. |
| <i>Open sittings</i> | 34. To treat Guests with the same professional courtesy at Open Sittings and Breakfasts as you do for your own Guests during dinner. |
| <i>Special Orders</i> | 35. To write and give any orders for extra or special food to the Head Waiter for signing. |
| <i>Flambé dishes</i> | 36. If required by the Maitre d'Hotel, to prepare tableside flambé or special dishes for Guests. |

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- Wine service* 37. To provide a professional wine service for Guests as explained and trained by the Maitre d'Hotel.
- Attend meetings* 38. To attend daily meetings and specific training sessions

Governing Status

<i>Status</i>	Crew
<i>Accommodation</i>	Crew Cabin – Shared use
<i>Assigned Mess</i>	Crew Mess

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