

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

## POSITION DESCRIPTION

Position Title: **Assistant Waiter**

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

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

Direct Reports: **N/A**

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### Position summary

To assist the Waiter in providing and maintaining the service standards by ensuring friendly, courteous and professional service in any dining venue assigned and an overall pleasant dining atmosphere and experience reflects the luxurious nature of our company.

### Essential duties and responsibilities

#### Operational

- Provides personalized service always with a smile (remembers guests names and preferences).
- Offer and refill water, bread, butter, beverage and any other item needed.
- Collect the food from the galley to the respective section and carry back the dirty trays as per USPH and breakage prevention standards.
- Maintains clean and orderly tables, setup and organize and clean the station.
- Offer condiments and fresh pepper as per service standard.
- Must be fully knowledgeable about the menu explanation, service procedure and standard.
- Must be able to describe and serve the food selection from the buffet.
- Performs Room Service duties when requested by supervisors.
- During embarkation and debarkation assist the luggage handling duties if required.
- Handles all ship' equipment with utmost care and reports any faulty/broken equipment.
- General cleaning and maintenance according to U.S.P.H. standards.
- Assists management with coaching and introduction of new personnel.
- Will be put under a training program to develop his/her skills in view for a future promotion.
- 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.

Issued on: 09/12/2013	Page 1 of 3	Prepared by: Paolo Milordo
Last reviewed on:		Approved by: Enzo Mazzali

- USPH: Guaranteeing safety, hygiene and sanitation practices are present at all times, maintaining cleanliness of all areas up to USPH and companies standards, policies and procedures.

**Training & Development**

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

**Financial**

- N/A

**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.
- Experience in an upscale Hotel/Restaurant environment of at least 1 year
- Great attitude at all times.
- 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.

Issued on: 09/12/2013	Page 2 of 3	Prepared by: Paolo Milordo
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**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**

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.

Issued on: 09/12/2013	Page 3 of 3	Prepared by: Paolo Milordo
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