
Job Description – Assistant Waiter

Title: Assistant Waiter

Report to: Waiter, Head Waiter, and Restaurant Manager.

Subordinates: N/A

Job Objective

To provide guests with courteous and professional service, and to create a pleasant dining atmosphere. To enhance the overall experience. To anticipate guests needs and to assist the Waiters in maintaining high standards of service in the restaurants.

Responsibilities

- ▣ Maintain clean and orderly tables and helps to organize stations, whichever restaurant venue he/she is assigned.
- ▣ Prepare a good mise-en-place to ensure that his/her station is ready when guests arrive.
- ▣ Provide personalized service.
- ▣ Replenish water, bread, butter and other items as anticipated.
- ▣ Delivers food from the galley to restaurant stations.
- ▣ If assigned to Food buffet areas, always maintain clean and orderly tables/stations and assist guests with beverage orders.
- ▣ Responsible for the cleanliness, maintenance and upkeep of all equipment and any other ship's property that he /she is working with.
- ▣ To be responsibly minded for the breakage and loss of any equipment.
- ▣ To use only ship's authorized chemicals in the way and manner they've been instructed to.

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- ☐ To respect his/ her Supervisors, address him/her with the due titles, accept order without questioning and co-operate unselfishly and be a Team-worker.
- ☐ To attend departmental meetings and trainings when requested.
- ☐ Personal hygiene and appearance
 - Always wear clean and ironed uniform / name tag
 - Clean and polished shoes
 - Take a shower before the commencement of one's shift
 - Have trimmed and neat haircut for men and moderate coiffure for women
 - Have at all times short and clean fingernails/ for female only light nail polish permitted.
 - Be always neat, well groomed and shaved
 - Females to use minimum make-up and only delicate / appropriate jewelry to be worn
- ☐ To perform all duties other than above as requested by the Waiter, Head Waiter and Restaurant Manager.

Safety

- ☐ To be aware and follow Company's Security / Fire / Safety according to the ship's rules and regulations.

Education / Training

- ☐ Minimum 3-yrs experience in; Hotel, Restaurant or Cruise ship.
- ☐ Standard restaurant background.

Language requirements

- ☐ Must be able to communicate effectively and to speak clearly in English with Supervisors and Guests alike. Other languages are considered a plus.

Profile

- ☐ Must be able to deal with guests in a professional manner.
- ☐ Must have a great attitude at all times.
- ☐ Must be reliable, honest, punctual and friendly.
- ☐ Maintain a pleasant facial expression or smile.
- ☐ Smile sincerely when greeting guests and co-workers.
- ☐ Make eye contact and acknowledge guests and co-workers.
- ☐ Must be flexible.
- ☐ Ability to perform under pressure.
- ☐ Ability to work with an international team.

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