
Job Description – Waiter

Title: Waiter

Report to: Restaurant Manager, Head Waiter

Subordinates: Assistant Waiter

Job Objective

To provide guests with courteous and professional service and to create a pleasant dining atmosphere. To enhance overall experience and to anticipate guests needs.

Responsibilities

- ☐ Maintain clean and orderly tables and organizes stations.
- ☐ Prepare a good mise-en-place to ensure that his/her station is ready when guests arrive.
- ☐ Provide personalized service.
- ☐ Ensures that guests' requests, beverages, condiments, etc... are promptly fulfilled.
- ☐ 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.
- ☐ 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.

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Personal hygiene and appearance

- Always wear clean and ironed uniform / name tag
 - Wear 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 avoid or use minimum make-up and only delicate / appropriate jewelry to be worn
- To perform all duties other than above as requested by the Restaurant Manager or Head Waiter.

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.
- Good knowledge of international cuisine.
- 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 greet guests and co-workers.
- Make an 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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