

## ASSISTANT WAITER JOB DESCRIPTION

### POSITION SUMMARY:

Assists 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 for all guests.

This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Employees may be required to perform any other job-related duties assigned by their supervisor or management. All duties and responsibilities are to be performed in accordance with the Company's Safety, Quality and Environmental standards.

### RESPONSIBILITIES:

- Maintain complete knowledge of all menu items, menu explanation, service procedure and standard, cooking methods and beverage selections available in the assigned outlet.
- Ensure beverage stations are full at all times and cleaned daily.
- Deliver food from the galley to restaurant stations. Replenish water, bread, butter and other items as anticipated or required by guests.
- Offer condiments and seasoning as per service standard and requested by guests.
- Maintains clean and orderly tables, setup and organize and clean the station. Offer condiments and fresh pepper as per service standard.
- Deliver the food from the galley to the assigned section and carry back the dirty trays as per United States Public Health and breakage prevention standards.
- To follow waste segregation procedures, comply with Environmental Compliance Plan at all times & guide fellow Team Members for the same.}

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- Responsible for keeping their working section clean and tidy, following the United States Public Health rules and regulations at all times.
- Undergo assigned trainings to develop skills & knowledge for future promotions.
- Attends meetings, training activities, courses and all other work-related activities as required. Participate in safety drills as required by the company.
- Deliver excellent customer service at all times by presenting a friendly, warm and calm attitude towards guest and continuously following the highest standards.
- Provide attentive and personalized service to ensure that guest requests are fulfilled promptly.
- Engages in light conversation with guests and always greet them with a smile.
- Follow trained departmental and shipboard environmental rules and regulations.
- Respect and cooperate with all management decisions and follow additional duties assigned by management and supervisors.
- Report any equipment malfunction, difficulties & concerns to the supervisor on duty and, where possible, seeks to resolve them.
- Reports for duty at assigned times following their supervisor' s instructions according to company policies.
- Is aware of all events and activities on the ship at all times.

#### REQUIREMENTS:

- Some experience in a food preparation/service position in an upscale hotel, resort, cruise ship or convention banqueting service (shipboard experience preferred).
- Elementary and middle school (8th grade) or higher.
- Ability to effectively deal with internal and external guests, some of whom will require high levels of discretion, patience, tact and diplomacy.

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- Knowledge of principles for providing exemplary customer service including problem resolution and achievement of quality service standards.
- Must enjoy working with the public in a busy, active and sometimes noisy environment.
- Be able to work with international team members.

#### LANGUAGE REQUIREMENTS:

- Excellent ability to speak English clearly, distinctly and cordially.
- Excellent ability to understand, read and write English in order to interpret written procedures, policies and manuals. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.

#### PHYSICAL REQUIREMENTS:

- While performing the duties of this job, the shipboard employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- Extensive travel from ship to ship with varying accommodations and resting opportunities require good health. Active management of health through diet and exercise is a key for prolonged success in the position.
- All shipboard employees must be physically able to participate in emergency lifesaving 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. The employee must have the ability to lift and/or move up to 55 pounds.

LEADS WITH PASSION, DRIVE AND ENERGY

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- Promotes team unity at all levels within the Team and collaborates well with shipboard and shore side management.
- Shows motivation to learn and grow in the department.

#### ACTS WITH INTEGRITY

- Creates a climate of trust, mutual respect, and a professional image according to company standards. Be groomed meticulously and ready for guest service.
- Maintains guests' and employee confidence and protects the organization's reputation by keeping guest and company information confidential. Enhances department and company reputation by accepting ownership and accomplishing a diversity of requests while exploring opportunities to add value to job accomplishments.

#### BENEFITS:

- Contract with an average length of 6 - 8 months.
- Free food & shared accommodation (2 people per cabin).
- Crew areas activities on board (gym, crew bar, shore excursions, social activities, crew events, etc.)
- Joining tickets: are not covered for new crew members.
- Repatriation tickets: are provided by the company.
- Visa expenses reimbursed on board.
- Medical exam can be reimbursed depending of the company.
- Earn recognition and career advancement opportunities.

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