

RESTAURANT ATTENDANT JOB DESCRIPTION

POSITION SUMMARY:

The major goal of this position is 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.

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:

- Required to assist with the transporting of the food from the Main Galley to the assigned Restaurant area and carry back dirty trays as per the ship's Public Health and Sanitation plans.
- To ensure that all food items are covered, labeled and always nicely displayed/refilled.
- Must be fully familiar and efficient in restaurant line setup, refill and clearance, ensuring the restaurant is at all-time presentable and equipped with the correct chinaware, hot plates for hot food, etc.
- Ensure that all food items are covered, labeled and displayed/refilled.
- Has a thorough understanding of Time and Attendance procedures, shipboard training.
- Must be fully knowledgeable about the menu explanation and be able to describe and serve the food selection.

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- Is aware of, and/or acquires the necessary knowledge to comply with the ship's standard operation, in order to assist guests and crewmembers with inquiries.
- Perform vacuuming and cleaning of the restaurant areas.
- Responsible to fill out his own timecard correctly taking in consideration breaks taken throughout the working day.
- Performs Room Service side duties when requested by supervisors.
- Is fully observant and knowledgeable on Health and Hygiene regulations.

REQUIREMENTS:

- Minimum 1-year experience working in a Restaurant as a Waiter or Assistant Waiter in an upscale hotel, resort, cruise ship or convention banqueting service (shipboard experience preferred).
- Certificates of completion of training programs in the Food and Beverage area including sanitation.
- Ability to effectively deal with internal and external guests, some of whom will require high levels of discretion, patience, tact and diplomacy.
- Knowledge of principles for providing exemplary customer service including problem resolution and achievement of quality service standards. Sanitation and Environmental knowledge.
- Must enjoy working with the public in a busy, active and sometimes noisy environment. Must be able to work under stress in a fast paced environment.
- Be able to work with international team members and adequately follow orders.

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

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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 50 pounds.

LEADS WITH PASSION, DRIVE AND ENERGY

- 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. Is highly organized.
- Able to work closely as member of a large team and has self-discipline throughout their time on board.

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- Maintains guests' and employee confidence and protects the organization's reputation by keeping guest and company information confidential.
- Works closely and cooperates with superiors, colleagues in order to achieve the highest possible passenger satisfaction from the products served.
- Attends meetings, training activities, courses and all other work-related activities as required.
- Enhances department and company reputation by accepting ownership and accomplishing a diversity of requests while exploring opportunities to add value to job accomplishments.
- Projects a favorable image of the company, promotes its aim and objectives, and fosters and enhances public recognition and acceptance of all its areas and endeavors.

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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