

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.
- Provide personalized service, using guest names.
- Maintain clean and orderly tables.
- Set up, organize and clean assigned station according to USPH standards.
- Prepare mise-en-place to ensure that assigned station is ready when guests arrive.
- Greet guest at table as they arrive, pulling out the chair for ladies.
- Offer the menu.
- Provide guests with personal self-introduction.
- Ensure that water, bread, butter, and beverages are offered according to service procedure.

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- Possess full knowledge of the menu, and provide menu explanation and recommendations.
- Possess full knowledgeable of service procedures and standards.
- Take and process guest food orders.
- Serve food promptly, ensuring temperatures and presentations according to service procedures.
- Assist with embarkation, debarkation and luggage handling duties when required.
- Perform Room Service duties when requested by supervisors.
- Handle all ship equipment with care and report any faulty/broken equipment.
- Assist management with coaching and introduction of new personnel.
- Perform all other duties as requested by supervisors.
- Project a favorable image of the company, promote its aims and objectives, and foster and enhance public recognition and acceptance of all its areas and endeavors.
- Be aware of all events and activities on the ship.
- Achieve the primary objectives of the position and comply with the above-mentioned accountabilities in a timely and efficient manner in accordance with SSSL policies.
- Advise supervisor immediately of all relevant matters.
- Ensure that all special diets and special request are fulfilled according to guest requirements.
- Possess full knowledge of current U.S.P.H rules and regulations and maintain U.S.P.H standards at all times.
- Ensure that the assigned location is up to U.S.P.H. standards.

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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.
- 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.

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- 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

- 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.)

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- 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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RECRUITMENT

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