

WAITER/WAITRESS JOB DESCRIPTION

POSITION SUMMARY

The primary responsibility of the Waiter/Waitress is to provide and maintain the service standards using friendly, courteous, and professional service in any assigned venue.

ESSENTIAL DUTIES AND RESPONSABILITIES

- 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.
- 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 the policies.
- Advise supervisor immediately of all relevant matters

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OTHER DUTIES AND RESPONSABILITIES

- Assist with luggage loading/offloading or provisions when required and as directed.
- Ensure confidentiality when handling sensitive information.
- 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.
- 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.
- Comply with the safety and pollution prevention regulations and operating procedures at all times, participating in all relevant meetings and training sessions.
- Participate in all mandatory training without excuse.
- Perform all other duties as requested by shipboard management or shore side.
- Possess full awareness of the electronic order system.

KNOWLEDGE, EXPERIENCE, SKILL AND/OR ABILITY REQUIRED

- Excellent knowledge of international cuisine.
- Positive attitude at all times.
- Well groomed and neat appearance.
- Team player.
- Possess full awareness of electronic order system.
- Outgoing personality
- Open minded and flexible.
- Fluent in written and spoken English.
- Communicate effectively with the senior management.
- Good administrative skills.
- Experienced in coaching subordinates.
- Must be cost and quality conscious.
- Adhere to specific scheduled work hours, yet be flexible if circumstances require it.
- Work with international team members.
- Perform assigned duties under pressure (time constraints).
- Hospitality experience.
- Fluency in additional Language(s).

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REQUIREMENTS:

- Experience on board as a Waiter/waitress (Preferred - Appraisals or evaluations of shipboard experience will be required).
- Experience as a Waiter for more than 2 years in high level restaurants or hotels 4-5 stars.
- 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.
- Be able to work with international team members and adequately follow orders

LANGUAGE REQUIREMENTS:

- Excellent ability to speak English clearly, distinctly and cordially (intermediate level B1-B2 +).
- 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 50 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. Is highly organized.
- Able to work closely as member of a large team and has self-discipline throughout their time on board.
- 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 – 4 people per cabin).
- Crew areas activities on board (gym, crew bar, shore excursions, social activities, crew events, etc.)
- Joining tickets: As per the company standards.
- Repatriation tickets: are provided by the company.
- Visa expenses reimbursed on board.
- Earn recognition and career advancement opportunities.

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