

JOB DESCRIPTION

Updated Date 01/27/07

Approved By _____

TITLE:- Assistant Waiter

BASIC FUNCTIONS:

To follow scheduled assignment. They are 3 areas of responsibility working in three specific teams.

- ◆ Staff & Crew Dining rooms
- ◆ Room service
- ◆ Alternate Dining

DUTIES AND RESPONSIBILITIES:

- To be prompt for all duties and Functions, as per Company's standard, 20 minutes prior to inception.
- When assigned to Staff & Crew or Alternate Dining, use Company's standard table services.
- When assigned to Room Service: Sign the F&B Service Personnel Tracking form. Sign Key Control Log Sheet (every time key is used. Be on stand by during embarkation.
- To be groomed meticulously and ready for guest service with a smile always following the look book.
- To carry the tools of the trade.

Dining rooms. Table Crumber, Side towel, Pen, Order Pad, Menu Knowledge

Room service. Pen, Menu Knowledge, good verbal communication

Staff & Crew Dining rooms

- To study / learn all Guests Menus (Dining Room and Room Service).
- To study and follow USPH standards.
- To consistently give service that exceeds the expectations of our internal guests
- Follow dining room standards at all times
- Weekly training classes to prepare them for Carnival College
- To ensure their assigned station is set up to company standard for each meal time.
- To ensure their assigned station and pantry is clean, and all sanitation procedures meet USPH requirements.
- To serve and clear each meal to guests, and offer hot and cold beverage service throughout the meal, as per company procedure.
- To provide bread, sauces and additional services throughout meal service, as per company procedure.
- To ensure buffet table set up as per company standard, and maintained throughout meal service.
- To perform as per schedule all duties for crew parties.
- To follow garbage separation procedures and all other environmental issues on board
- To train and prepare for the position in Carnival College

Room Service

- Room service – follow cleaning schedule. Ice Machines Coffee Machines, Coffee Pots Set up Cleaning area
- Collect and deliver dirty items to Upper deck and separate according to U.S.P.H. procedures.
- When assigned to Room Service, deliver all orders in a timely fashion.
- Deliver orders e.g. wine, fruit basket, letter, F&B orders.
- Delivery time must be from 10 to 15 minutes (preparation and deliver).
- To communicate any problems in your work area, or with your Guest, to your Supervisor.

- To learn Environmental procedures and follow Garbage separation program
- To follow all tasks requested by management.
- To Ensure all functions are set up in a timely manner

Alternate Dining

- When assigned to Staff & Crew or Alternate Dining, use Company's standard table services
- To be groomed meticulously and ready for guest service with a smile always following the look book
- Ensure you are aware of ships activities so you can advise guests if asked
- Maintain the lido deck table in a clean and tidy condition for service
- Set up for Midnight buffets
- Ensure Coffee machines are full at all times and cleaned daily
- Engage in light conversations with guests always greet them with a smile

Organizational Relationship:

Directly responsible to the Maitred & Asst Maitred's
Working relationship with, All F&B mgt, ,