



JOB DESCRIPTION

Position Title: Waiter	Department: Food & Beverage
Reports to : Maitre d'hotel,	Date Prepared: 31/6/09

Job Summary:

- Responsible for all food and service related issues in his/her assigned station of responsibility and guest satisfaction

Job description:

- Ensure all Hotel Operations functions are carried out in compliance with the line's Environmental Compliance Plan (ECP).
- The Waiter/Waitress reports directly to his/her section Assistant Restaurant Manager/Manageress or Supervisor, as directed by the Restaurant Manager/Manageress.
- Learn the standards by meeting the relevant restaurant company standard procedures.
- Learn the regulations and procedures of the United States Public Health/United Kingdom Public Health and adhere to these standards, at all times.
- Have a thorough knowledge of ships daily activities.
- Responsible for helping to achieve the yearly goal for the bar scores in the guest comment cards.
- Learn names of the guests in, his/her section (tables).
- Responsible for cleanliness and the upkeep of his/her own MISC En Place.
- The Waiter/Waitress will be aware of any special requests and dietary requirements that his/her passengers may require.
- The Waiter/Waitress will serve his/her passengers to the highest standards set by the company.
- Perform various duties to include embarkation duties, afternoon teas, and Captains cocktail parties buffet breakfast/lunch service duties, in addition to the normal restaurant duties.
- Must be flexible with working hours and cleaning duties and any other duties as requested by the Assistant maitre d'hotel. Additional duties include collecting hotel stores, wheel chairs duties and baggage duties.
- Attends various training session with the aim to further improve his/her level of performance.
- Attends daily menu briefings in regards of our daily menus
- Learn and implement standards of the ship by meeting the relative standards of the restaurant he/she will be assigned to.
- Strives to a minimize breakage and wastage and follows proper procedures when disposing of garbage.
- Helps to set up special events and functions as instructed by the ships management
- Communicates any problems, challenges, complaints or service difficulties in a timely manner to the immediate supervisor.
- Assists with Lido duties on a regular basis.
- Table silver service in the restaurants to adhere.

Job Requirements:

Preference should be given to candidates with:

- Diploma from a recognised apprenticeship program, or equivalent.
- At least two years of full time working experience on a four or five star (or similar grade) hotel/restaurant, in the addition of catering college, catering to an international clientele.
- Restaurant experience combined with good attitude, willingness to learn, good presentation and English language skills.
- Previous experience from another Cruise Line

Experience:

Requires the knowledge of all aspects of good quality restaurant service.

- Preferably some shipboard related working experience
- Working experience with international clientele

Skills:

Must be self disciplined and be able to communicate with the guest and other departments.

- Must be a self motivated person with an eye for detail
- Should always have the ambition for promotion
- Ability to work in a team
- Ability to understand and follow verbal and written instructions and see to the completion to the task assigned
- Must be a good time keeper

Monthly Salary for Restaurant Waiter/ess & Seabourn Academy Cadets as of January 2010

You will receive a pay statement every month you are onboard. These statements cannot be easily replaced, so please look after them and keep them safe. All pay and related income, expenses and deductions are recorded on your pay statement.

Wages for all front of house crew will be paid in Euros and paid for the months worked onboard. You are not paid on leave. When the vessels are in dry dock you will only receive basic pay.

Seabourn Cruise Line (SCLL) Bermuda does not deduct tax from your wages or make Social Security /Welfare payments on your behalf. Your personal Income Tax is your own responsibility. You are advised to contact your local Tax and Social Security office for guidance on any liabilities you may have.



SEABOURN ACADEMY

Duration: 4 Weeks (Approximately around ships schedule)
Salary: Euros 1100 per month

The below salary will be paid for the remaining months onboard

Standard Monthly Salary

1st Contract	€1850.00
2nd Contract	€2075.00 (€2000.00+ €75.00 Return Bonus)
3rd Contract	€2150.00 (€2000.00+ €150.00 Return Bonus)
All other Contracts	€2225.00 (€2000.00+ €225.00 Return Bonus)

Please Note: Return bonus will not apply if an extended leave (more than 3 months) is taken. Over Time is based on 14 days of 10 Hours anything over 140 hours in this time will be paid at €3.75 per hour worked.
