



Dining Services Buffet Attendant

POSITION DESCRIPTION 50204

Prepared by	Approved by	Authorized by	For use on	Original File	Last Revision	Revision No	Page
Tim Skinner	E. La Scala/E. Bomioto	M. Maresca	Cruise Fleet	Apr 27 2010	July 30, 2011	1	1 of 3
POSITION NO.	50204						
Title	BUFFET ATTENDANT						
Department	Hotel – Dining Services						
Main Function	To provide a safe, friendly and quick and professional food service for Guests at one of the outdoor buffets on vessels of the MSC fleet						
<i>Reports to</i>	Buffet Supervisor (Asst Maitre d'Hotel or Station Captain assigned to area)						
<i>Reporting to Position</i>	Nil						
<i>Replacement</i>	Alternate Buffet Attendant						
<i>Uniform</i>	As per SP Manual (Chapter Uniform)						
<i>Operational bibliography</i>	VSP Manual, Shipsan Manual, Anvisa Regulations (South American program), MSC Sanitation Manual, Safety Handbook, MSC Employee Handbook, MSC Housekeeping Manual. These manuals are available for your reference in the Crew Library.						
Fundamentals of position	<ul style="list-style-type: none"> ▪ To provide first class food service at the outdoor (lido or poolside) buffet areas. ▪ The job involves a wide range of food duties including the setting up of the buffet, preparation of cutlery in rolled napkins, operating the beverage station (indoor or outdoor) and clearing tables used by Guests. ▪ On some occasions, a full restaurant service is made at the Buffet area, in which case a Buffet Boy may be assigned a temporary position as an assistant waiter or even waiter. ▪ To clean the buffet areas before, during and after service. 						
Requirements & History	<ol style="list-style-type: none"> 1. Documented and certified in Food Safety 2. Basic Safety Training (BST) and all other certification and documentation in force at the time of engagement compliant with the flag state requirements of the vessel to which you are assigned. 3. All other certification (including visas etc.) required and in force at the time of your employment to comply with the Flag State requirements of the ship to which you are assigned. 						
<i>Certification & Documents</i>	1. Documented and certified in Food Safety						
<i>BST</i>	2. Basic Safety Training (BST) and all other certification and documentation in force at the time of engagement compliant with the flag state requirements of the vessel to which you are assigned.						
<i>Visas etc.</i>	3. All other certification (including visas etc.) required and in force at the time of your employment to comply with the Flag State requirements of the ship to which you are assigned.						
<i>Language Skills</i>	<ul style="list-style-type: none"> • Fluent in oral and written English (working & Safety language of the Company) • Ability to speak, read and write in Italian is a major benefit and may be a requirement. • Ability to speak, read and write in any major other languages (German, Spanish, Portuguese, French, Russian, Chinese etc.) is considered a major advantage that could eventually influence the selection for some positions. 						
<i>Experience</i>	Minimum 12 months 5-star hotel or restaurant service (including Job Training), or one completed contract in this or a similar F&B position (including Messrooms or room service) on a Cruise vessel.						
<i>Health</i>	To satisfy the requirements of the laws of the Flag State of the Ship regarding health and physical requirements, and to have current documentation to certify that all medical requirements relating to this position are met according to the specific requirements of the job.						
<i>Team attributes</i>	Proven ability to work and (where necessary) supervise in a harmonious predictive team environment.						
<i>Preferred employee</i>	Non-Smoker						

The user of this document is responsible to ensure it is the latest version



Dining Services Buffet Attendant

POSITION DESCRIPTION 50204

Prepared by	Approved by	Authorized by	For use on	Original File	Last Revision	Revision No	Page
Tim Skinner	E. La Scala/E. Bomiotto	M. Maresca	Cruise Fleet	Apr 27 2010	July 30, 2011	1	2 of 3

Qualifications

Minimum education

The following requirements apply:

1. High School graduate
2. A good and demonstrated working knowledge of the operation of a fast-turnover, high-class restaurant or cafeteria.
3. A good knowledge of basic Company sanitation regulations and requirements.
4. Good communication skills to let you communicate easily with all levels of Guests of all ages and ethnic backgrounds.
5. The ability to replace an assistant waiter in times of need.
6. Ability to work in harmony with colleague buffet attendants from many different backgrounds.

Physical Requirements

- While performing the duties of this job, you may be regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell.
- You must occasionally lift and/or move up to 25 Kg.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- You must be physically able to participate in emergency life saving 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.
- If working in any Guest area (or where Guests may see you), you are not permitted to display any tattoos on any exposed part of your body when wearing uniform (summer or winter).

Safety & General Discipline

You are required to:

1. Know, understand, and implement the Mission Statement of the Company
 2. Read, understand and comply with the Crew Regulations and all requirements relating to your position.
 3. Wear your prescribed uniform, and name badge
 4. Take part as required in all emergency drills and understand your emergency duties.
- Wear the prescribe safety belt and any other Personal Protective Equipment where required.

Responsibilities

For this position, you are required to:

- | | |
|--|--|
| <i>Your Breakfast</i> | 1. Have breakfast before the start of duty either at the buffet or in the messroom, according to your schedule. |
| <i>15 minutes early</i> | 2. Be on duty at the buffet, reporting to supervisor at least 15 minutes before your scheduled start of duty. |
| <i>Sanitation Standards
HACCP. 4-hour control</i> | 3. Comply with Company sanitation food safety and sanitation standards at all times,
4. Make sure that all food on the buffet is always within the 'safe' temperature range as instructed on your personal temperature card, and that the HACCP 4-hour time control system is used. |
| <i>Sneeze Guards</i> | 5. Make sure that all food is protected by sneeze guards.
6. Make sure that all areas around the food are clean. |
| <i>Wrapped Cutlery</i> | 7. Provide enough plates, cutlery and napkins on the buffet line to ensure the supply does not run out.
8. Help in the service to wrap cutlery in napkins ready for service, always using gloves to avoid contact with the cutlery. |
| <i>Table clearing</i> | 9. If working as a waiter at the buffet seating area that used dishes, cutlery, cups etc are cleared from tables as soon as possible after Guests have finished with them, cleaning tabletops with a chlorine solution @ 100ppm or equivalent product. |
| <i>Trolley Refill Service
Only use plates 1 time</i> | 10. Provide a beverage refill service from a trolley if required by the Buffet Supervisor.
11. Politely advise Guests that they may not use plates, dishes, cups for a second time at a self-serve buffet line. (Clean utensils are to be provided for refills) |
| <i>Always use gloves</i> | 12. Always use disposable single-use gloves if handling ready-to-eat food or food contact surfaces, changing gloves as often as needed to prevent contamination of the food or plates |
| <i>Wearing your cap
Beverage Stations</i> | 13. Always wear a cap if serving food behind the buffet lines.
14. If assigned to the Juice, Tea & Coffee station, keep the juice, coffee and beverage stations fully supplied with cups, saucers, glasses, spoons, and consumables, and to keep this area clean and sanitized. |

The user of this document is responsible to ensure it is the latest version



Dining Services Buffet Attendant

POSITION DESCRIPTION 50204

Prepared by Tim Skinner	Approved by E. La Scala/E. Bomotto	Authorized by M. Maresca	For use on Cruise Fleet	Original File Apr 27 2010	Last Revision July 30, 2011	Revision No 1	Page 3 of 3
----------------------------	--	-----------------------------	----------------------------	------------------------------	--------------------------------	------------------	----------------

- Welcome Guests* 15. Welcome Guests each meal times at the entrance to the buffet, and farewell them when leaving.
- Separate garbage* 16. Separate all waste material into correct marked containers.
- Ashtrays* 17. If there is no bar waiter or waitress on duty or in your section, clear any full or used ashtrays in outdoor smoking sections
- Setup for the next shift* 18. At the end of each shift, clean and sanitize the general buffet working area and set up for the next shift
- Checklists* 19. At the end of your shift, use the appropriate checklist to make sure that everything in that section is clean and prepared according to company sanitation standards.
- Training meetings* 20. Attend meetings and training sessions when required by your Buffet supervisor.
- Transport food safely* 21. Report to your Buffet Supervisor any problems involving Guests.
- Avoid cross-contamination* 22. Make sure that all food prepared in the Gardemanger or the buffet in the kitchen is covered before and during transport to the Buffet Stations.
- 23. To ensure clean and used dishes are always separated on the working or servant station.
- 24. Always put soiled) dishes and glasses in the correct area in the dishwash/glasswash area, avoiding damage or breakage.
- Special cleaning* 25. Take part when needed in pre-arrival cleaning and sanitizing.
- Restaurant escort* 26. Where required by the Maitre d'Hotel, act as guides and escorts to show new Guests their tables in the main restaurants on embarkation nights. (For this duty, you will receive a special uniform at no charge to you).

**Privileges & Limitations
basics**

<i>Status</i>	Crew
<i>Accommodation</i>	Crew Cabin – Shared use
<i>Assigned dining areas</i>	Crew Messroom except for breakfast where the buffet area may be used at the discretion of the Buffet supervisor according to opening hours.

The user of this document is responsible to ensure it is the latest version