



Dining Services Assistant Waiter

POSITION DESCRIPTION 52105

Prepared by Tim Skinner	Approved by Emilio La Scala	Authorized by M. Maresca	For use on Cruise Fleet	Original File Jun 09 2010	Last Revision August 02 2011	Revision No 1	Page 1 of 3
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POSITION NO.	52105
Title	Assistant Waiter
Department	Hotel Dining Services Restaurants, Casual Dining, Room Service, Messrooms
Main Function	To assist the Waiter to provide professional, high-quality Dining Service to Guests in all food outlets (Restaurant and Buffet).
<i>Reports to</i>	Maitre d'Hotel via Station Captain and Waiter
<i>Replacement</i>	Colleague Assistant Waiter
<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 or with your head of department.
<i>Promotion train</i>	Waiter – Station Captain – Restaurant supervisory position
Fundamentals of Position	To assist the Waiter in providing outstanding dining service to Guests at all or any Food outlets on board (restaurant, buffet, barbecue or other specified venue)
Documents & Certificates	<ol style="list-style-type: none"> Basic Safety Training Certificate including Swimming & Rowing All other certification (including visas etc.) required including Compliance with the requirements of STCW 95 regarding certification for this position and all documents in force at the time of your employment to comply with the Flag State requirements of the ship to which you are assigned. You require a current Panama Seaman's Book
<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 (excluding Job Training), or at least one completed satisfactory contract in a similar position (including Buffet, Messroom or Room Service) on this or other 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 and productive team environment.
<i>Preferred Employee</i>	Non-Smoker
Qualifications	<p>Required for this position:</p> <ul style="list-style-type: none"> High School graduation Proven working knowledge of the operation of a high volume, high-class restaurant. Good and proven understanding of basic food-safety principles. Understanding of HACCP and MSC food Safety principles. Able to communicate easily with Guests of all ages and national backgrounds. Capable of replacing Waiter in times of need. Ability to work in harmony with colleague Assistant Waiters from many different backgrounds.

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Physical Requirements

The following physical requirements apply to this position

- 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 & Discipline

You are required to:

1. Read, understand and implement the Mission Statement of the Company.
2. Read, understand and follow the MSC Crew Regulations ensuring all personnel in the Housekeeping department have copies, and comply accordingly.
3. Wear the complete prescribed uniform and name badge as specified in Company Standards, complying with regulations relating to tattoos, hair and body decorations.
4. Attend and participate as required in all emergency drills, carry personal emergency card, and understand emergency duties.

Responsibilities

You are responsible for the following duties:

- Handwashing*
 - To wash your hands every time you enter the galley, after handling soiled flatware, or at any other time you may have contaminated them.
- Sanitation knowledge*
 - To ensure that all Company Food Safety and sanitation regulations are followed at all times and in all cruise areas.
- Show Plates*
 - To see and understand the showplates arranged in the galley by the Chef before every meal.
- Assist Waiter*
 - To assist the Waiter to provide a high standard of food service to Guests at a specific Station in the Restaurant, and when assigned, to a duty at any Buffet (breakfast, lunch or evening).
- Training sessions*
 - To attend training sessions when required by the Maitre d'Hotel
- Report complaints*
 - To report any Guest problems and/or complaints to the Waiter immediately.
- Personal Hygiene*
 - To regularly (daily) shower, shave, and have short, neat hair, no hand jewellery except one plain ring and a watch. Always wearing clean and pressed uniform with name-badge, and using deodorant, and not carrying cigarettes or cellular telephones on duty.
- Service station clean*
 - To maintain cleanliness and sanitation of Waiter Station, tables and chairs, carpet and fixtures.
- Attend meetings*
 - To attend all restaurant meetings as required by the Maitre d'Hotel.
- Always 15 minutes early*
 - To be on station (place of work) 15 minutes before the start of duty.
- When guests arrive*
 - To be standing when Guests arrive, helping them by pulling out chairs.
- Napkin, bread, menu*
 - To ensure the napkin is placed, be familiar with bread selection of the day and serve the bread and a clean menu in the correct language offered after Guests have sat down.
- Don't rush guests*
 - To ensure Guests are never rushed, or made to feel that they are being rushed.
- Study menus*
 - To study and understand all menus in all languages.

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- Bussing to & from galley* ○ To transport from the kitchen to the serving station all food items and to transport used utensils to the Dishwash area and to place them in the correct places, avoiding confusion and breakage.
- Always use a tray* ○ To ensure all food is carried from the Galleys covered, on a tray, at shoulder level.
- Dressings & condiments* ○ To offer and explain to Guests all sauces, dressings and condiments.
- Separate clean & soiled* ○ To always ensure clean and soiled dishes are separated on the Waiter Station
- Disposable gloves* ○ To always wear disposable plastic gloves if handling ready-to-eat fruit or ice.
- Keep area sanitized* ○ To maintain the tables, chairs, carpet, Waiter station and section in a perfectly clean condition.
- Always enough bread* ○ To ensure there is always enough extra (and special) bread rolls (and iced tea/water) on the Waiter Station.
- When guests leave* ○ To be at your station when Guests leave the restaurant, and to offer them a courteous farewell.
- Baked Alaska* ○ To take part in a special parade (baked Alaska, etc.) and to be at the assembly point on time.
- Singing in Restaurant* ○ To take part, if required, in a special end-of-cruise choir of all restaurant personnel in the restaurant.
- Always polite* ○ To be considerate and polite at all times, anticipating the needs of the Guest
- Open sittings* ○ To treat Guests with the same professional courtesy at Open Sittings and Breakfasts as you do during dinner.
- Cleaning duties* ○ As required by the Maitre d'Hotel on a rotating basis, clean the Restaurants.
- Transport to Buffets* ○ Assist as required in the service and transport of food at buffets (breakfast, lunch or midnight)
- Wine Service* ○ Assist Waiter in providing a professional wine service by collecting wine, offering the wine list, and refilling wine.

Governing Status

<i>Status</i>	Crew
<i>Accommodation</i>	Crew Cabin – Shared use
<i>Assigned Mess</i>	Crew Mess

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