



HEAD WAITER – MSC CRUISES

JOB PURPOSE

The Head Waiter assists the Asst. Maître d' Hotel in supervising all Food and Beverage service activities. Responsible for ensuring that the highest quality of service is maintained in the assigned area and that the staff follows the policies and procedures of the company.

KEY ACCOUNTABILITIES

- Provide excellent service, Inspect stations for cleanliness and correct mis-en-place before and after every meal.
- To make a regular check to verify that curtains are in good order and closed at night, that music is playing correctly at all meals, that menus are on time, tablecloths are clean and aligned, table bases, chairs and carpets are clean, table numbers, flowers (where used) and other table wear in specified position, and restaurant lights working and at correct level.
- To ensure before every shift that wait staff is well groomed, clean shaved and wears proper uniform.
- To always comply with Company sanitation standards and procedures, training and self-inspections.
- Provide familiarization training, coaching and assistance to new joiners as soon as they sign on board.

QUALIFICATIONS (skills, competencies, experience)

- High School graduate
- A diploma or certificate of graduation from an internationally certified Hotel or Restaurant school.
- Demonstrated knowledge of Restaurant service
- Easy communication with all Guests and personnel.
- Ability to lead by example.
- Qualified to replace the asst Maître d' Hotel

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