



## **WAITER- MSC CRUISES**

### **JOB PURPOSE**

- Based on experience and ability, waiters are assigned to the Dining Services Department, and report through the Head Waiters to the Maître d'Hotel.
- The principal job of all waiters is to provide quick, safe, courteous, friendly, and professional dining service to Guests, without rushing them.

### **KEY ACCOUNTABILITIES**

- To understand and work within company Food Safety rules.
- Wash your hands before you start work, whenever you enter the galley or any time you contaminate your hands, and ensure your busboy does the same.
- To supervise of a specific Station at any food outlet and when assigned, to a duty at any Buffet (breakfast, lunch or evening).
- To attend training sessions when required by your supervisor.
- To report any problems and Guest complaints to the Head Waiter immediately.
- To supervise your Assistant Waiter, ensuring he is performing his job correctly, and providing help and encouragement where required.

### **QUALIFICATIONS (skills, competencies, experience)**

- High School or college graduate (Certified)
- Graduate from an internationally certified Hotel or Restaurant school.
- Ability to generate goodwill and friendliness by outgoing and warm personality.
- Demonstrated knowledge of the operation of a high volume, high-class restaurant.
- Clear understanding and use of Company sanitation requirements.

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- Above-average working knowledge of tableside-service.
- Able to communicate with all levels and nationalities of Guests and personnel.
- Able to lead Assistant Waiter by example.
- Capable of replacing Station Captain in times of need.
- Ability to work in harmony with colleague waiters.

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