

<b>Job description</b>	
<b>Job title / Rank</b>	Waiter / Waitress
<b>Department</b>	Catering
<b>Supervised by / Employee reports to</b>	Maître d', Hotel Manager
<b>Employee supervises following positions</b>	n/a
<b>Employee covers</b>	Bar Waiter/ Waitress, if necessary Maître d'*
<b>Employee is covered by</b>	Bar Waiter/Waitress, if necessary Maître d'*
<b>Purpose of position / Goal to be achieved</b>	To guarantee friendly, efficient and professional service in the restaurant and bar to the maximum passengers' satisfaction with adherence to the River Catering Ltd. (RC) standards
<b>General instructions Terms and conditions Guidelines and duties</b>	Employment contract Job description RC manual HCCP Standards
<b>Duties / Responsibilities</b>	<ul style="list-style-type: none"> <li>• Responsible for providing professional service of food and/or beverages in a restaurant or in the lounge</li> <li>• In charge of and co-responsibility for the cleaning of parts of the restaurant, back offices and workrooms as directed (side jobs)</li> <li>• Co-responsible for the mise-en-place in the restaurant, as per directives of the Maître d'*</li> <li>• Co-responsible for the cleaning of the restaurant glassware</li> <li>• Greeting of all passengers in the restaurant station at the beginning and end of every meal</li> <li>• Co-responsible for achieving and maintaining the RC standards in the restaurant- and bar department</li> <li>• Assistance with the loading of ship's supplies</li> <li>• Co-responsible for the correct handling of all food stock, as well as all the equipment in the restaurant and bar department</li> <li>• Co-responsible for the checking, distribution and if necessary replacement of printed matter, floral and other decoration in the restaurant</li> <li>• Assistance with the taking of the restaurant inventory as per company's directives</li> <li>• Participation in the onboard training program</li> <li>• Various preparatory duties prior to and at the end of the season</li> <li>• Active communication with passengers in the restaurant to obtain feedback, as well as to generate revenue by recommendation</li> <li>• Responsible for the daily cashing-up of their generated revenue</li> <li>• Assistance with F&amp;B activities (cocktails, welcome- and farewell parties, afternoon tea etc.), as well as special functions</li> <li>• Cooperation with luggage handling if necessary, as per supervisor's directives</li> <li>• Cooperation in other departments if necessary, as per supervisor's directives</li> <li>• Co-responsible for meeting the HCCP Standards</li> </ul>

\* = if applicable

<b>Meetings Team Work</b>	Daily meeting with Maître d'*, Executive Chef, Hotel Manager Regular training by Maître d'* / Hotel Manager Participation in Crew Show is requested
<b>Competences</b>	n/a
<b>Evaluation of performance and achievements</b>	<ul style="list-style-type: none"> <li>• Effort, attitude and conduct</li> <li>• Evaluation of passenger comment forms</li> <li>• Cleanness, tidiness and hygiene</li> <li>• Personal appearance and hygiene</li> <li>• Revenue per passenger per day</li> <li>• Breakage</li> </ul>
<b>Qualifications (Minimum)</b>	
<b>Languages</b>	English spoken German spoken
<b>Education / Training</b>	Education in the Hospitality industry is an advantage
<b>Professional experience</b>	<ul style="list-style-type: none"> <li>• 2 years of professional experience as waiter</li> <li>• Experience on ships is an advantage</li> </ul>
<b>Personal profile character attributes</b>	Punctuality, flexibility, loyalty, honesty, stress resistance, motivation, high sense of cleanness and hygiene, impeccable appearance

\* = if applicable

