

<b>Job description</b>	
<b>Job title / Rank</b>	Restaurant Waiter
<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
<b>Duties / Responsibilities</b>	<ul style="list-style-type: none"> <li>• Responsible for providing professional service of food and/or beverages of up to 20 passengers in a restaurant station or a part of 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> </ul>

<b>Information system</b>	<table border="0"> <tr> <td><b>Reporter</b></td> <td><b>Information</b></td> <td><b>Receiver</b></td> <td><b>When?</b></td> </tr> <tr> <td>Waiter →</td> <td>Defects in dept. →</td> <td>Reception →</td> <td>a.s.a.p.</td> </tr> <tr> <td>Waiter →</td> <td>Pax complaints →</td> <td>Maître d' →</td> <td>a.s.a.p.</td> </tr> <tr> <td>Maître d' →</td> <td>Roster →</td> <td>Waiter →</td> <td>weekly/cruise</td> </tr> <tr> <td>Maître d' →</td> <td>Rest. station assign. →</td> <td>Waiter →</td> <td>per cruise</td> </tr> </table>	<b>Reporter</b>	<b>Information</b>	<b>Receiver</b>	<b>When?</b>	Waiter →	Defects in dept. →	Reception →	a.s.a.p.	Waiter →	Pax complaints →	Maître d' →	a.s.a.p.	Maître d' →	Roster →	Waiter →	weekly/cruise	Maître d' →	Rest. station assign. →	Waiter →	per cruise
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<b>Meetings</b> <b>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</b>	<b>Minimum / Mandatory</b>	<b>Minimum / Mandatory</b>																			
<b>Age</b>	21 years	21 years																			
<b>Languages</b>	English spoken German spoken	English spoken German spoken																			
<b>Education / Training</b>	Completed training (school)	Completed training (school)																			
<b>Professional experience</b>	2 year of professional experience as waiter	2 year of professional experience as waiter																			
<b>Personal profile character attributes</b>	Punctuality, flexibility, loyalty, honesty, stress resistance, motivation, high sense of cleanness and hygiene, impeccable appearance and strong constitution	Punctuality, flexibility, loyalty, honesty, stress resistance, motivation, high sense of cleanness and hygiene, impeccable appearance and strong constitution																			