



(manual section is applicable for above companies)

HUMAN RESOURCES**Revision 63 : August/09/2011****Chapter 8 - .21 Restaurant Operations****8.21.11 Head Waiter**

<h2 style="text-align: center;">Position Description</h2>

Position Title: Head Waiter

Revised Date: 9/17/2010

<h2 style="text-align: center;">POSITION SUMMARY</h2>

Supervises and coordinates activities of a section of Restaurant employees engaged in providing courteous and professional service to guests by performing the following essential duties and responsibilities outlined below.

<h2 style="text-align: center;">ESSENTIAL DUTIES AND RESPONSIBILITIES</h2>
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All duties and responsibilities are to be performed in accordance with Royal Caribbean International's Gold Anchor Standards, SQM standards, USPH and HACCP guidelines, environmental, and work place safety policies and procedures. Each shipboard employee may be required to perform all functions in various food and beverage service venues throughout the ship.

In accordance with Royal Caribbean International's philosophy of *Anchored in Excellence*, each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions guests or fellow shipboard employees and/or in the presence of guest contact and crew areas.

1. Utilizes appropriate food and wine terminology and pronunciation. Maintains complete knowledge of menu descriptions and wine lists in order to discuss items appropriately to enhance the guests dining experience. Responsible for the successful execution of the training for Restaurant employees in this function.
2. Trains, monitors and evaluates Restaurant employees for service according to GAS. Provides on-the-job training to all Restaurant employees to strengthen their current performance and in preparation for possible advancement.
3. Following all Restaurant Operations guidelines (i.e. Dynamic Scheduling, Traffic

Flow, Over Time) creates and notifies Maitre d' regarding work schedules and station assignments. Ensures fair distribution of duties including side jobs, following Restaurant Operation guidelines, to employees engaged.

4. Records production and operational data on specified forms. Analyzes operational problems such as theft and wastage, and establishes controls. Ensures that employee timecards are in compliance with the Time and Attendance policy.
5. Supervises staff to ensure tables are set according to Gold Anchor Standards with appropriate linen, silverware, glassware and china. Under time constraints or staff shortages, assists employees in setting tables.
6. Greets and escorts guests to their assigned seats.
7. Presents both food and beverage menus to guests; suggests dinner courses, appropriate wines, and answers questions regarding menu and wine selections. Makes recommendations to entice guests while meeting management goals to reduce particular inventory stock.
8. Supervises staff to ensure galley and beverage orders are properly recorded and retrieved from various locations and served appropriately to guests. Ensures dishes are garnished and decorated according to the Gold Anchor Standards. Ensures staff enters food and beverage orders in the point-of-sale system. Records meal counts according to established processes. Under time constraints or staff shortages, assists employees in the food service function.
9. Supervises assigned stations or sections, including all employees and the equipment used within them. Responsible to ensure all cleanliness and maintenance is in accordance with relevant standards (i.e. GAS, USPH, Workplace Safety and Clean Ship Matrix) in assigned areas. Ensures sections are ready prior to seating.
10. Observes guests to anticipate their needs, responds to any additional requests and determines when the food and beverage service has been completed.
11. Works to achieve the guest's satisfaction with both the quality of the food served and service execution. Listens emphatically to any opportunity for improvement. Exercises authority and discretion to satisfy guests in a manner consistent with Gold Anchor Standards. Immediately works to resolve difficulties and follows-up with all employees and guests involved in a positive and productive manner to correct the situation.
12. Supervises and participates in dining room entertainment as directed by established activities and specific itinerary adaptations such as theme night parades.
13. Participates in rotational schedule, supervising assigned areas in Room Service, Windjammer, and/or other venues.
14. Attends meetings, training activities, courses and all other work-related activities

as required.

15. Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

QUALIFICATIONS

Minimum hiring, language and physical requirements to perform the job.

Hiring Requirements:

- Two to three years previous Head Waiter, Captain or Chef de Rang experience, preferably in a 4 or 5 star restaurant or hotel.
- One to two years previous Supervisory or Restaurant Manager experience, preferably in a 4 or 5 star Restaurant.
- Extensive knowledge of the restaurant and/or food service industry. Ability to use appropriate food and beverage terminology and pronunciation.
- Knowledge of principles and processes for providing customer and personal service including needs assessment, problem resolution and achievement .
- Knowledge of policies and practices involved in the human resources function. Ability to manage the international staff in a positive and productive manner by motivating, developing and managing employees as they work. Ability to utilize and administer the disciplinary action process through coaching and counseling to improve performance or terminate employment.
- Ability to work positively and cooperatively in a diverse team environment to meet overall established time frames for the entire food service operation. Ability to communicate tactfully with, department heads, coworkers and other shipboard employees to resolve problems and negotiate resolutions.
- Working knowledge of computers, Internet access and the ability to navigate within a variety software packages such as Excel and Word.
- Equivalent of High School Diploma is a minimum requirement.
- Bachelor's degree in hospitality management, business administration or related field from an accredited college or university or the international equivalent preferred.

Internal Candidate Requirements:

In addition to the stated hiring requirements, internal candidates are required to fulfill the following:

- Must fulfill all requirements as stated in "Chart Your Course".

- Must have worked in the position of **ROC**, RSS or AFMG a minimum of 6 months with Royal Caribbean International.
- Ability to speak additional languages such as Spanish, French, German, Italian or Portuguese is preferred.
- Must have completed "Developing Leaders".
- Must have been in current permanent position an absolute minimum of 90 days with a performance rating of satisfactory or above in that position before applying.
- Must complete one full contract, with a performance rating of satisfactory or above, with Royal Caribbean International, before any placement will occur.
- No written warnings on file within the past 12 months.
- Must successfully complete the process for shipboard job applications.

Language Requirements:

- Ability to speak English clearly, distinctly and cordially with guests.
- Ability to read and write English in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.
- Ability to speak additional languages such as Spanish, French, German, Italian or Portuguese is preferred.

Physical Requirements:

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

All shipboard employees 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. Ability to lift and/or move up to 50 pounds.

Related Entries:

END OF SECTION