



# Infinity Brazil

## **ASSISTANT WAITER**

### **Position Summary:**

The primary responsibility of the Assistant Waiter/Waitress is to assist the Waiter in providing and maintaining the service standards using friendly, courteous, and professional service in any assigned venue.

### **Principal Duties and Responsibilities:**

Ensures that assigned station is properly setup with the required amounts of china, glassware, silverware and mis-en-place prior to the start of service.

Complies with sequence of service for food and beverage, and follows the lead/instructions of the Waiters to ensure timeliness of service to guests.

Resolves any service and/or product deficiencies that may occur, to ensure satisfaction of service with guests in assigned station.

Ensures that assigned station is properly cleaned and set-up at the end of the meal period and that all assigned side-work is complete.

Performs other jobs as assigned, to include but not limited to manning non-cooking buffet action stations (i.e. carving station, dessert station).

Provides assistance to guests with menu explanation and wine suggestions.

Ensures that each table in the station has full salt/pepper shakers, and the correct table number.

Ensures that USPH rules are followed throughout the service in the Dining Room and/or any other area assigned to him/her.

Responsible for the appropriate handling of all equipment and supplies within his/her area of responsibility to minimize breakage, loss and theft, as well as maintain an adequate inventory of materials necessary to provide an excellent level of service.

Responsible for maximizing revenue and maintaining a very high profile at all times.

Assist with any and all other services as requested by the Waiter, Head Waiter or Maitre d' Hotel, including side duties of cleaning and maintenance.

Must be familiar with wines recommended on the menu.

### **Experience**

- Minimum 2 years experience at the position onboard a Cruise ship or in a 4/5 star hotel/resort or restaurant
- Passionate about people and able to handle guest complaints with a smile!
- Strong written & verbal skills

\*this job description is to be considered as a general reference of duties and responsibilities for the position as it might change according to ship and cruise line.

Effective: Jan/2020