



Infinity Brazil

WAITER

Position Summary:

Provides excellent quality food and beverage service to all guests attending Dining Rooms, Buffet and/or any other area as instructed by the Dining Room management.

Principal Duties and Responsibilities:

Ensures that guests are familiar with his/her name and the name of his/her assistant and what their duties are, including wine service.

Must be able to address dinner guests assigned to his/her station by their family name by the second day of the cruise.

Provides assistance to guests with menu explanation and wine suggestions.

Take orders and ensures that food and/or wine /beverage is served no later than the appetizer and that food is delivered as ordered by the passenger and at the correct temperature.

Ensures that table setting is according to instructions given by Head Waiter, with clean, well-pressed linen, spotless glassware and china, and the proper well polished silverware.

Ensures that each table in the station has fresh flowers, 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 the Assistant's behavior during the service and for the training and explanation of menus and wine suggestions.

Promptly reports all issues related to food and beverage service to the Head Waiter and/or Maitre d' Hotel.

Responsible for the guest's satisfaction in food and beverage 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 Head Waiter or Maitre d' Hotel, including side duties of cleaning and maintenance.

Must be familiar with wines recommended on the menu.

Responsible for withdrawing the wine list from the table to indicate that the order is taken.

Other duties as assigned by the Head Waiter and Maitre d' Hotel.

Experience

- Minimum 2 years experience as Waiter/Server 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