

Carnival UK Job Description

Head Waiter

The contents of this job description must be used in association with the KSB for this role. The job description summarises the key responsibilities for the role (Technical, Business and People) and the KSB provides the detail for the Knowledge, Skills and Behaviours required to carry out the role competently. This job description gives an overview of the role and as such you will be required to undertake any other duties as requested. You may also need to refer to company regulations which will also form an additional part of your job description.

Reporting to: Senior Restaurant Manager / Restaurant Manager	Department: Restaurant
Leadership Responsibility: Supervision of Restaurant Waiter and Assistant Waiter F&B Beverage	Location: Fleet based across CUK vessels
Titles of Direct Reports: <ul style="list-style-type: none">- Restaurant Waiter- Assistant Waiter Food & Beverage	Budget Responsibility: Assist with the effective management of the onboard restaurant costs and inventory budget
Size of Department: up to 30	Revenue Responsibility: Maximise table utilisation to increase revenue generating opportunities

Standard Role Summary:

Provide exemplary customer service to passengers during their dining experience. Manage a team within an allocated restaurant / outlet including crew and officers mess and room service, ensuring a smooth and efficient service is provided in order to achieve a high level of customer satisfaction. Assist the Senior Restaurant Manager / Restaurant Manager with revenue generation with both cover charges and the sale of beverages.

Primary Responsibility of the Role:

Assist in the daily operation of the restaurant. Mentor, manage, train and contribute to the development of staff within own area. Plan, organise and direct the work of a dedicated restaurant team to provide a courteous and efficient service. Make sure the appearance and condition of the restaurant and all items including tables, crockery and silverware is of the required standard. Ensure tables are set prior to and after service and that the standards of service provided comply with company requirements. Highlight any fixtures or fittings that need repair / renewal, liaising with the relevant department as necessary.

Meet and greet passengers in a friendly and polite manner. Ensure all Special Diets are collected and delivered to passengers accurately, each meal service by subordinates. Coordinate and undertake training of staff regarding dietary requirements.

During service periods visit tables within restaurant, monitor service standards, immediately deal with any issues and ensure the buffet areas are stocked at the correct levels. Produce working routines for the team that provide adequate manning levels and promote efficiency and productivity. Supervise outside catering events and ensure the set up / break down of special events as required.

Ensure table turnover is maximised to increase revenue generating opportunities and ensure all passenger billing is correctly entered into the relevant system in a timely manner.

Monitor and manage costs and resources within own area and inform the Senior Restaurant Manager of any issues immediately. Maintain par stock levels and manage replacements for breakages or damaged items/equipment within budget. Complete regular checks and inspections and ensure the equipment is operational and maintained in a sanitised and clean state at all times, undertaking regular inspections.

Ensure all work is carried out safely, efficiently and in accordance with all current safety and company regulations, including the Public Health Policy and Procedure. Ensure all required paperwork is filled out accurately and on time.

Where required, in charge of running crew and officers mess areas. Ensure the correct and timely set up and break down of the mess rooms. Monitor time and temperature of dishes as per the food safety policy and undertake stock takes. Ensure all areas are kept clean and tidy at all times.

Key Responsibilities & Duties:

Core Knowledge & Skills

Experience / Qualifications	Summary of Requirements
	<p>Previous professional waiting experience preferably gained within a 4 / 5 star high volume hotel or restaurant establishment</p> <p>Experience of managing / supervising staff within a service environment, preferably 10+ Level 3 Award in Supervising Food Safety in Catering ideal</p> <p>Competent in the use of most MS Office software</p> <p>Good command of written and spoken English</p>
Certificates	Valid ENG1 medical certificate or equivalent for the duration of each voyage

HESS (Health, Environment, Safety and Security)

Knowledge/Skill	Summary of Responsibilities
Health and Safety	<p>Lead by example by taking care of the health and safety of self and others</p> <p>Report all accidents, 'near miss' incidents and work related ill health conditions to line manager</p> <p>Follow safety rules and procedures</p> <p>Ensure all work equipment, personal protective equipment, substances, and safety devices are used correctly</p> <p>Take part in safety training & risk assessments and suggest ways of reducing risks</p> <p>Carry out risk assessments within designated area of responsibility</p> <p>Actively promote safe working within teams and encourage safe behaviours</p> <p>Undertake safety 'walk rounds' within own area identifying areas of improvement</p>
Public Health	<p>Understand the significance of public health issues onboard in relation to the health and wellbeing of persons onboard and to ports of call</p> <p>Follow all company public health policies and procedures appropriate to the role</p> <p>Complete all necessary public health paperwork accurately</p> <p>Institute appropriate public health precautions as relevant to role</p>
Environment	<p>Ensure the team are aware of their Environmental Responsibilities</p> <p>Implement the principles of the onboard Garbage Management Plan and Ship Energy Efficiency Management Plan for area</p> <p>Complete all environmental records accurately</p>
Emergency Duties	<p>Understand own emergency duties and routines onboard ship</p> <p>Take an active part in the ship's team response to an incident</p> <p>Ensure familiar with ship's emergency alarms and routines</p> <p>Ensure familiar in the use of all fire fighting appliances located within area of responsibility</p> <p>Ensure familiar in the use of the ship's life saving appliances and equipment including lifeboats and liferafts</p> <p>Participate fully in all relevant drills and training</p> <p>Know how to raise the alarm when necessary</p> <p>Able to identify escape routes and emergency exits</p> <p>Understand the function and operation of fire screen / splash tight and watertight doors</p> <p>Arrange and coordinate passenger assistance</p> <p>As holder of PSC & RB may be in charge or 2nd in charge of a survival craft and therefore responsible for the safety and well being of persons inside</p> <p>Maintain order of the survival craft during abandonment of the vessel, ensure survival procedures are followed at all times and that all members of the survival craft crew are fully trained and understand their responsibilities</p> <p>Undertake other emergency duties / routines within the ERP as directed</p>

	Undertake any other emergency duties required that are specific to vessel Follow all emergency procedures as directed
Safeguarding	Aware of CUK safeguarding children policies and procedures Report any concerns of a safeguarding nature to the Designated Safeguarding Person (DSP)
Security	Apply the correct security measures for own department / area Lead and direct the team in applying security measures and actively promote understanding of security issues Encourage security awareness within the team

Technical

Knowledge/Skill	Summary of Responsibilities
Quality Standards	Train the team in the quality standards agreed for own area and monitor their performance in achieving those standards Ensure service standards are followed, dealing with any non-compliance
Customer Service	Adapt quickly and remain calm when passenger requirements or demands change, or escalate the requirement to ensure a quick resolution is achieved Identify opportunities to do extra for passengers, independently, or in collaboration with colleagues Make and suggest adjustments to the service in response to passenger feedback and understanding of the passenger profile for the cruise
Food Hygiene	Ensure all staff comply with the policies and procedures regarding food hygiene and effectively deal with any non-compliance Undertake regular checks of the area to ensure compliance with strict hygiene protocol Provide advice and guidance to others on implementation of the policy
Menu	Engage with passengers discussing menu content and confidently answering any questions or queries Recommend alternative dish combinations and / or wine pairing from the menu to suit individual tastes
Dietary Requirements	Identify special dietary requirements for passengers and ensure these are communicated to the team Ensure any dietary requirements are appropriately catered for Identify, coordinate and undertake training of the team in dietary requirements
Waiting	Anticipate passenger needs without being directly asked through observation of body language and listening, providing a high level of service Provide a high level of finesse and accuracy in the delivery of passenger service Confidently and professionally deal with any passenger queries or incidents Maintain excellent poise and body language throughout service Ensure all tables are set correctly for each service period
Beverages	Serve drinks correctly to passengers including garnishes where required Discuss with passengers the differences between wines to aid their choice Help passengers choose the most appropriate wine / drink to accompany their meal
Selling	Achieve successful sales by identifying opportunities to upgrade products and maximise upselling opportunities

Business

Knowledge/Skill	Summary of Responsibilities
IT Skills	Competent in the use of most MS Office Software
Revenue Generation	Understand revenue target for own area and proactively work to achieve set targets Immediately highlight any issues in achieving revenue objectives to manager Understand passenger requirements and adjust approach accordingly Use specialist knowledge to help inform passengers on products and positively influence revenue generation
Audit & Compliance	Complete full and accurate records to ensure compliance for both internal and external audits Act on any audit findings, implementing agreed action plans

People / Management

Knowledge/Skill	Summary of Responsibilities
------------------------	------------------------------------

Advising & Influencing	Provide specialist advice to support relevant situations and decisions Present information to other departments in the most appropriate format to enable decisions to be made
Dealing with Challenging People	Assess challenging situations and make appropriate decisions on when and how to resolve them Confidently and professionally diffuse emotionally charged situations
Quality Assurance	Observe, review and assess all aspects of the quality of service being provided within the team against the agreed quality standards Take action when any element of the service or work being carried out is not up to standard
Planning & Prioritisation	Plan daily work schedules for the team Prioritise tasks and projects for the team, ensuring efficient delivery and in line with the ship's priorities
Resource Management & Delegation	Delegate tasks with clear instructions, expectations and necessary responsibility Support junior staff members in meeting training objectives and workload
Providing Performance Feedback	Provide prompt feedback in the most effective manner to ensure that the advice is accepted and understood Ensure feedback is both positive and constructive
Coaching & Mentoring	Hold effective developmental discussions with team members Act as a coach or mentor for team members, wider line management and subject specialist situations Identify and undertake team training and development to aid succession planning

CUK Behaviours (Refer to the skills profile for detailed CUK Behaviours)

Officer / Supervisor Style	Thinks about their style and approach and how this impacts the team Works as part of the team to achieve agreed goals Supports and encourages others, helping to build a positive and open culture
Thinking Ahead / Making Change Happen	Thinks ahead when working with a team and helps others to change Identifies problems and actively works to generate solutions
Working with Others	Works collaboratively, supporting and encouraging others to achieve objectives Actively works to improve own knowledge and experience and is approachable to others Respects colleagues and passengers and gives constructive and helpful feedback
Communicating Effectively	Proactive and positive in their communications with the team and others
Customer Centred	Actively engages positively with the passengers ensuring a personal service is provided Understands how their role directly impacts the passenger experience and works with the Restaurant team to provide an unrivalled customer focused service Deals with feedback positively and strives to deliver a consistently high service
Acting Safely	Takes responsibility for health and safety of self and others and always considers safety in their everyday tasks and activities

Person Specification

	Has experience of / ability to supervise a team
	Passionate about delivering exceptional service to customers and continually looks to improve
	Attentive to the passengers needs, works to provide an anticipative service
	Supervises the team by empowering others and encouraging collaborative working
	Creates a positive working environment building a culture of openness and trust
	Organised, structured and focused on the detail in their approach to work
	High attention to detail, ensures the passengers are well catered for and the service runs smoothly
	Calm under pressure, taking a logical approach to problem solving and involving and communicating to relevant stakeholders throughout
	Decisive and responsive to emerging situations
	Adaptable and flexible in the face of change or unanticipated events, able to prioritise changing workloads
	Communicates assertively and honestly at all times
	Socially confident and adopts a professional manner, comfortable making conversation with passengers

	Loyal to the Carnival UK brand and compliant with company policies and procedures
--	---

Version no for Job Description	Issued By	Date of Issue
2.1	Ian Strangeway	01 September 2014