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SPHM  
HOSPITALITY

CRUISE JOB DESCRIPTON – FOOD & BEVERAGE



**Hotel Management**

**SPHM Hospitality**

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## Food and Beverage Administration





# Cruise Job Descriptions

## CRUISE SHIP JOBS - FOOD AND BEVERAGE MANAGER (DIRECTOR)

### Food and Beverage Manager / Director Job

#### Description and Duties:

- ✓ The Food and Beverage Director / Manager directly reports to the Hotel Director / Manager
- ✓ Supports and monitors the performance of the subordinate management level positions within the department, such as Assistant Food & Beverage Director / Manager, Food Managers, Beverage Manager, Bar Manager and Executive Chef
- ✓ Closely monitors all financial transactions and the overall budget of the Food & Beverage department - food cost, bars revenue, personnel overtime in order to ensure expense reduction and that expenditures stay within the budget limits
- ✓ Works in close cooperation with ship's Safety Officer and the Staff Captain to ensure that all safety standards and regulations are met according to the cruise lines rules and international standards
- ✓ Ensures that proper on-the-job training is provided to all staff on all levels in all areas within the Food and Beverage department
- ✓ Performs general supervision and quality control of all Food and Beverage products and services offered on the cruise ship making sure the highest standards of the cruise line are met and the department exceeds passenger's expectations
- ✓ The Food and Beverage Manager ensures that USPH procedures for sanitation and cleanliness are met at all times, enforces and follows USPH cleaning procedures for work surfaces and all related equipment
- ✓ Along other heads of departments the Food & Beverage Director attends on regular basis meetings called by the Hotel Manager or the Captain of the ship ensuring the best possible coordination and cooperation between the various shipboard departments thus providing outstanding quality of services to guests



#### Food and Beverage Director / Manager Job Requirements:

- Minimum High School education or equivalent.
- Hospitality management, business administration or related field diploma from a recognised hotel school or university is preferred.
- Cruise ship experience is preferred.
- Minimum of three years serving as Hotel Manager or Food & Beverage Manager on land or previous senior management background aboard a cruise ship.
- Strong managerial skills and ability to work in a multicultural environment.
- Excellent command of the English language required.

#### Food and Beverage Manager / Director Salary Range:

\$5800-7400 U.S. per month depending on the cruise line, commission and size of the ship. Possibilities for promotion from Food and Beverage Manager/ Director to Hotel Director/ Manager position.

## CRUISE SHIP JOBS - ASSISTANT FOOD AND BEVERAGE MANAGER / DIRECTOR

### Assistant Food and Beverage Manager / Director Job Description and Duties:

- ✓ Assists the Food and Beverage Manager in the day-to-day operation and administration of the entire Food & Beverage department - supervision of all food production facilities, main dining rooms, specialty restaurants, bars, the top deck buffet and all related activities
- ✓ Provides analysis of bar stores consumption to assist the Food & Beverage Director with the ordering of supplies
- ✓ Responsible to ensure efficient management and highest possible level of all food and beverage services aboard the cruise ship while in the same time meets the budget targets of the cruise line and maintains cost effective operations.
- ✓ Periodically holds spot checks of inventory in bars, bar stores, main storerooms and cellars in conjunction with the Food and Beverage Manager
- ✓ Oversees on-the-job sanitation and equipment related training and provides functional leadership to all food and beverage team members, ensures that they are aware of all policies and procedures of the cruise line, well groomed, in full uniform and knowledgeable about their specific duties and menu items
- ✓ Ensures that all USPH sanitation standards are met in the galley and the various food outlets areas throughout the cruise ship



### Assistant Food and Beverage Manager / Director Job Requirements:

- Minimum High School education or equivalent.
- Hospitality management, business administration or related field diploma from a recognised hotel school or university is preferred
- Cruise ship experience is preferred
- Minimum of three years serving as Hotel Manager or Food & Beverage Manager on land or previous senior management background aboard a cruise ship
- Strong managerial skills and ability to work in a multicultural environment
- Strong organizational, analytical, detailed planning and project management skills
- Ability to work under pressure while planning, executing and following up on the various tasks in a very flexible working environment
- Excellent command of the English language (both written and spoken) required

### Assistant Food and Beverage Manager / Director Salary Range:

\$4800-6700 U.S. per month depending on the cruise line, commission and size of the ship. Possibilities for promotion to Food & Beverage Director / Manager position.

# Cruise Job Descriptions

## CRUISE SHIP JOBS - SENIOR ASSISTANT FOOD MANAGER

### Senior Assistant Food Manager/ Director Job Description and Duties:

- ✓ Reports to the Assistant Food and Beverage Manager and supervises the Assistant Food Managers, Food and Beverage Management Trainee (also designated in some cruise lines as Food & Beverage Manager in Training) and Utility Supervisor.
- ✓ Directly responsible for the supervision of all food production and food operation activities that take place on the cruise ship.
- ✓ Responsible to ensure efficient management and highest possible level of all food and beverage services aboard the cruise ship while in the same time meets the budget targets of the cruise line and maintains cost effective operations.
- ✓ Ensures that superb level of food quality and services are provided to passengers while monitoring operational costs and ensuring that expenses stay within the limit set by the cruise line.
- ✓ Meets the new recruits and explains the ship's rules, regulations and onboard routines as well as briefs them on their specific duties.
- ✓ Mentors, develops and provides on-the-job training to new recruits in order to improve their current performance allowing them to gain skills and abilities for future advancement.
- ✓ Ensures proper appearance and grooming of all personnel within the department and notifies the Food and Beverage Manager of any poor performance and disciplinary action cases.
- ✓ Works in cooperation with the mid-level management of all other departments in order to coordinate all events taking place on the cruise ship where food and bar operations are involved - Captain's Welcome Parties, Sail Away Parties, Theme Nights etc.



### Senior Assistant Food Manager/ Director Job Requirements:

- Minimum three years progressive F&B managerial experience in a hotel, resort, restaurant or cruise ship.
- Extensive knowledge of restaurant and food service industry.
- Ability to manage the financial aspects of a food and beverage operation.
- Excellent command of the English language (both verbal and written) required.

### Senior Assistant Food Manager/ Director Salary Range:

\$4100-5400 U.S. per month, depending on the cruise line, commission and size of ship. Possibilities for promotion to Assistant Food and Beverage Manager position.

## CRUISE SHIP JOBS - ASSISTANT FOOD MANAGER

### Assistant Food Manager/ Director Job Description and Duties:

- ✓ Reports to the Assistant Food and Beverage Manager and supervises the Assistant Food Managers, Food and Beverage Management Trainee (also designated in some cruise lines as Food & Beverage Manager in Training) and Utility Supervisor.
- ✓ Directly responsible for the supervision of all food production and food operation activities that take place on the cruise ship.
- ✓ Responsible to ensure efficient management and highest possible level of all food and beverage services aboard the cruise ship while in the same time meets the budget targets of the cruise line and maintains cost effective operations.
- ✓ Ensures that superb level of food quality and services are provided to passengers while monitoring operational costs and ensuring that expenses stay within the limit set by the cruise line.
- ✓ Meets the new recruits and explains the ship's rules, regulations and onboard routines as well as briefs them on their specific duties.
- ✓ Mentors, develops and provides on-the-job training to new recruits in order to improve their current performance allowing them to gain skills and abilities for future advancement.
- ✓ Ensures proper appearance and grooming of all personnel within the department and notifies the Food and Beverage Manager of any poor performance and disciplinary action cases.
- ✓ Works in cooperation with the mid-level management of all other departments in order to coordinate all events taking place on the cruise ship where food and bar operations are involved - Captain's Welcome Parties, Sail Away Parties, Theme Nights etc.



### Assistant Food Manager/ Director Job Requirements:

- Minimum three years progressive F&B managerial experience in a hotel, resort, restaurant or cruise ship.
- Extensive knowledge of restaurant and food service industry.
- Ability to manage the financial aspects of a food and beverage operation.
- Excellent command of the English language (both verbal and written) required.

### Assistant Food Manager/ Director Salary Range:

\$4100-5400 U.S. per month, depending on the cruise line, commission and size of ship. Possibilities for promotion to Assistant Food and Beverage Manager position.



# Cruise Job Descriptions

## CRUISE SHIP JOBS - FOOD AND BEVERAGE MANAGER TRAINEE

### Food and Beverage Manager Trainee Job Description and Duties:

- ✓ Follows the training program put forward on board by the Food and Beverage Manager.
- ✓ In order to train in all areas of the food and beverage department; galley, bars, storeroom and restaurants the F&B Manager Trainee will be under the supervision of various managers within the department - Food and Beverage Provision Master, Assistant Food Manager in preparation areas of crew galley and crew mess, Assistant Food Manager in the main galley, assistant food manager in the buffet area and Inventory Manager.
- ✓ During the period of training the F&B Manager Trainee must learn service procedures as set out by the cruise line and to ensure all team members within the department meet the standards.
- ✓ Must learn all restaurant and bar menus and galley production operations under the guidance of the Chef de Cuisine.
- ✓ Must work in and learn about all the operational areas of the crew, and main galley and pantries and learn the restaurant operation with the guidance of the Maitre D'.
- ✓ Should learn and have a knowledge of the storeroom operation with the help of the storeroom manager and learn and have a knowledge of the accounting procedures by working closely with both the cost and revenue accountants.
- ✓ Should learn and enforce all SMS procedures and USPH regulations applicable to the food and beverage department.

### Food and Beverage Manager Trainee Job Requirements:

- Minimum two years background in food or beverage in an upscale hotel, resort or cruise ship or equivalent combination of education and experience.
- Management skills and ability to work in a multicultural environment plus knowledge of basic computer software.
- Strong organizational, analytical, detailed planning and project management skills.
- Ability to work under pressure while planning, executing and following up on the various tasks in a very flexible working environment.
- Good command of the English language (both spoken and written), knowledge of additional language(s) is a plus.

### Food and Beverage Manager Trainee Salary Range:

\$1800-2600 U.S. per month depending on the cruise line, commission and size of the ship.

## CRUISE SHIP JOBS - FOOD AND BEVERAGE ADMINISTRATIVE ASSISTANT

### Food and Beverage Administrative Assistant Job Description and Duties:

- ✓ The Food and Beverage Administrative Assistant is a two stripe officer acting as a secretary providing administrative support to the Food and Beverage Manager/ Director, such as checking and answering emails, posting notices, composing routine letters and correspondence, printing out ratings reports and comment cards, scheduling appointments and maintaining filing systems.
- ✓ The F&B Administrative Assistant works in close cooperation with the Crew Purser's office to familiarize new crew members with their assigned accommodations, uniform shop, crew laundry, and other facilities onboard the cruise ship.
- ✓ Records meal counts data and guest count information on a daily basis.
- ✓ Prepares meal count reports and submits these reports to the appropriate shipboard management.
- ✓ Facilitates, schedules and coordinates all departmental training activities, seminars and all other work related activities with the employees and the respective trainers.
- ✓ Maintains and files all departmental related reports, USPH related logs and records i.e., Time & Temperature Control Sheets, USPH Training Attendance and Schedules.



### Food and Beverage Administrative Assistant Job Requirements:

- High school diploma required, university degree preferred.
- Two to three years of word processing experience in a secretarial capacity preferred.
- Knowledge of standard office procedures and organization skills as well as ability to operate basic office equipment, including telephone, copy machine, fax, adding machine.
- Working knowledge of computers with emails Microsoft Word, Excel and related printers and equipment.
- Good command of the English language (both spoken and written).

### Food and Beverage Administrative Assistant Salary Range:

\$1900-2300 U.S. per month depending on depending on the cruise line.

## Main Dining Room



## CRUISE SHIP JOBS - RESTAURANT MANAGER/ MAITRE D' Restaurant Manager/ Maitre d' Job Description and Duties:

- ✓ The Restaurant Manager or Maitre D'/ Maitre d' Hotel is a three stripe officer and is in charge of all food service functions in the dining room(s), specialty restaurants and all other food outlets aboard the cruise ship
- ✓ Reports to the ship's Food and Beverage Manager/ Director and the ship's Hotel Director/ Manager and supervises the activities of all subordinate positions within the restaurant service field such as Specialty Restaurant Manager, Assistant Dining Room Manager, Head Waiter, Waiter, Assistant Waiter, Bar Waiter, Room Service Supervisor, Wine Sommelier/ Wine Waiter, Mess Supervisor
- ✓ Coordinates passenger table assignments in the main dining room(s) plus reservations for the specialty restaurants throughout the cruise ship
- ✓ The Maitre d' Hotel ensure that all Head Waiters and Waiters are properly trained in the cruise line's manner of waiter services and are fully knowledgeable as to the dishes being prepared by the galley and in the same time communicates on daily basis with the ship's Executive Chef and Food & Beverage Director/ Manager in order to ensure that the restaurants and galley aboard the cruise ship work in perfect coordination
- ✓ The Restaurant Manager also possesses a sound knowledge of wines and wine service, communicates with the ship's Bar Manager to discuss wine and bar service in the restaurants and monitors Bar Waiters and Wine Sommeliers performance
- ✓ Responsible for assigning work and vacation schedules to ship restaurant personnel and also for overseeing on-the-job training covering all aspects of service, menu education and etiquette
- ✓ Ensures that a full inventory and consumption record is maintained for all supplies and equipment assigned to the restaurants aboard the cruise ship



### Maitre D'/ Restaurant Manager Job Requirements:

- Formal hospitality training - a diploma from a recognised hotel school or university or international equivalent preferred
- Minimum four years management experience in a fine dining restaurant (cruise ship experience preferred)
- Excellent communication skills and good command of the English language, knowledge of additional languages is a plus
- Strong managerial skills and ability to work in a multicultural environment



# Cruise Job Descriptions

## **Restaurant Manager/ Maitre D' Salary Range:**

\$4800-5800 U.S. per month depending on depending on the cruise line, commission, bonuses, size of ship and gratuities (tips) from passengers. Possibilities for promotion to Asst. Food and Beverage Manager position.

## CRUISE SHIP JOBS - ASSISTANT MAITRE D' / MAITRE D' HOTEL / RESTAURANT MANAGER

### Assistant Maitre D'/ Restaurant Manager Job Description and Duties:

- ✓ Assists the Restaurant Manager in supervising all restaurant services functions and food outlets aboard the cruise ship and maintaining the standards and service quality set by the cruise line
- ✓ Reports directly to the ship's Restaurant Manager and should be able to assume his/her function if that need arises
- ✓ Responsible for the appearance, time keeping, service standards and on-the-job day-to-day training of the subordinate F&B positions such as Head Waiter, Waiter, Assistant Waiter, Wine Sommelier, Bar Steward, Busboy and Utilities
- ✓ Ensures that the appearance of the restaurant as well as all items (waiter stations, tables, linen, silver, crockery) are up to the cruise line's standards, orders new items through the ship's Provision Master when needed
- ✓ Handles passenger complaints reporting them to the Maitre D' and keeps track on special dining requests and special occasions as well as coordinates with the Maitre d' Hotel the rotation lists for breakfast, lunch, afternoon tea and midnight buffet
- ✓ Must be familiar with all ships daily activities, public health procedures and ensure that subordinate personnel activities meet the standards of those regulations



### Assistant Restaurant Manager Job Requirements:

- Formal hospitality training - a diploma from a recognised hotel school or university or international equivalent is preferred
- Minimum two years management experience in a fine dining restaurant (cruise ship experience preferred)
- Excellent communication skills and good command of the English language, knowledge of additional languages is a plus
- Strong managerial skills and ability to work in a multicultural environment

### Assistant Maitre D' Salary Range:

\$3200-5100 U.S. per month depending on the cruise line, size of ship, commission and gratuities (tips) from passengers. Strong possibilities for promotion to Maitre d' Hotel position.

## CRUISE SHIP JOBS - CELLAR MASTER

### Cellar Master Job Description and Duties:

- ✓ Reports to the ship's Bar Manager and ship's Restaurant Manager/ Maitre D'
- ✓ Directly supervises, supports and evaluates the performance of the subordinate beverage operation positions - Head Sommelier, Sommelier and Assistant Sommelier/ Wine Waiter/ Waitress/ Wine Attendant
- ✓ Responsible for the overall on-the-job training of the sommeliers/ wine attendants and the rest of the cruise ship beverage operations personnel in wine and premium spirits knowledge, correct wine service, proper pouring styles and selling techniques
- ✓ Responsible for assigning work stations to each of the Wine Attendants/ Sommeliers and supervising each station in order to ensure that the passengers are served in timely manner and up to the quality standards of the cruise line
- ✓ Ensures that the wine and bar sales targets are met and exceeded, maximizes existing opportunities and creates new ones to generate extra revenue, follows proper accounting procedures, requisitions, transfers and reconciliation of daily wine sales
- ✓ Works in close cooperation with the Financial Controller and ship's Provision Master regarding inventory of wines in the storeroom, loading, ordering and storing of wines, maintains and re-stocks the wine stands in all food and beverage outlets throughout the cruise ship
- ✓ Conducts wine tastings, seminars and works in close cooperation with the ship's Culinary division on wine and food pairing dinners and special events



### Cellar Master Job Requirements:

- High school diploma or equivalent and Sommelier certification from a recognised Hotel School
- Degree in hospitality management, business administration or related field preferred
- Two-three years practical beverage managerial experience in upscale restaurant, hotel or resort, cruise ship experience is preferred
- Excellent fine wines and premium beverages knowledge
- Excellent communication skills and good command of the English language, knowledge of additional languages is a plus
- Strong managerial skills and ability to work in a multicultural environment

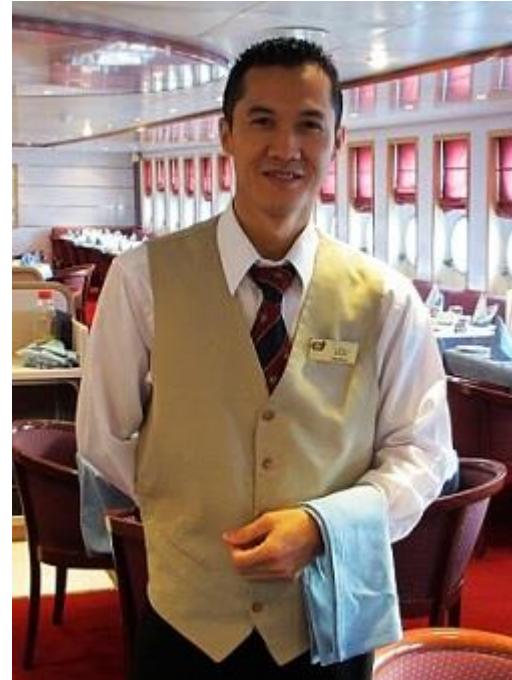
### Cellar Master Salary Range:

\$3200-4500 U.S. per month depending on the cruise line, size of ship, commission and gratuities from passengers. Strong possibilities for promotion to Bar Manager/ Beverage Director position.

## CRUISE SHIP JOBS - HEAD WAITER (CHEF DE RANG)

### Head Waiter / Chef de Rang Job Description and Duties:

- ✓ Reports to the ship's Assistant Restaurant Manager and to the Maitre D' and directly supervises, trains and monitors the performance of the subordinate F&B positions assigned to his/her work station - Waiter / Waitress and Assistant Waiter / Waitress
- ✓ Ensures that all tables within his/ her section are set on time with the appropriate china, silverware, glassware and linen
- ✓ Assist subordinate staff in setting tables in cases of time constraints or temporary personnel shortages
- ✓ Mentors, develops and provides on-the-job training to new recruits in order to improve their current performance allowing them to gain skills and abilities for future advancement
- ✓ Responsible for notifying the Restaurant Manager/ Maitre D' of any cases of disciplinary actions or poor performance
- ✓ Would escort passengers to their tables, present them the menus and suggest particular courses and wines and would kindly answer to any questions they may have regarding menu items and wine list
- ✓ Constantly observes his assigned assigned area for demanding or "difficult" passengers and works in a positive and polite manner to resolve problems
- ✓ Ensures that the highest quality of food and service are offered to passengers all the time
- ✓ Supervises dining room entertainment according to established practices of the cruise line and alterations based on the specific itinerary - Pirate nights, Caribbean nights, Italian nights etc.
- ✓ Participate in rotational schedule, supervising various food outlet venues around the cruise ship - main dining room(s), 24-hour buffet or specialty restaurants



### Head Waiter Job Requirements:

- High school diploma or equivalent and a minimum two-tree years of restaurant managerial experience as a Head Waiter / Chef de Rang
- Formal hospitality training and previous cruise ship experience are preferred, but not mandatory
- Excellent communication skills and good command of the English language, knowledge of additional languages is a plus
- Strong managerial skills and ability to work in a multicultural environment

### Chef de Rang / Head Waiter Salary Range:

\$3200-4800 U.S. per month depending on the cruise line, size of ship, commission and gratuities from passengers.  
Strong possibilities for promotion to to Assistant Maitre D' position.

## CRUISE SHIP JOBS - HEAD SOMMELIER / WINE WAITER

### Head Sommelier Job Description and Duties:

- ✓ Reports to ship's Assistant Bar Manager and to the Beverage Director
- ✓ Supervises supports and evaluates the performance of the subordinate beverage operation positions - Sommelier and Assistant Sommelier
- ✓ Responsible for providing courteous and professional wine and beverage service in all restaurants and bars aboard the cruise ship as well as luxury cigar sales
- ✓ Responsible for consulting passengers on wine selection, premium spirits and fine cigars, organizing wine tastings, monitoring beverage costs and performing inventory control
- ✓ Participates in the on-the-job day-to-day training of Sommelier and Assistant Sommelier personnel covering all aspects of fine wine and premium beverage service and makes sure that they possess the required knowledge and perform up to the standards of service set by the cruise line
- ✓ Monitors customer satisfaction, addresses passenger complaints reporting them to the Bar Manager and works in a positive and polite manner to resolve problems for both passengers and sommelier personnel
- ✓ Works in a positive and polite manner to resolve problems for both passengers and sommelier personnel



### Head Wine Waiter Job Requirements:

- High school diploma or equivalent
- Minimum two-tree years of Sommelier experience in an upscale establishment
- European experience is preferred, but not mandatory
- Excellent fine wines and premium beverages knowledge
- Excellent communication skills and good command of the English language, knowledge of additional languages is a plus
- Strong managerial skills and ability to work in a multicultural environment

### Head Sommelier Salary Range:

\$3200-4500 U.S. per month depending on the cruise line, size of ship, commission and gratuities from passengers. Strong possibilities for promotion to Bar Manager/ Beverage Director position.

## CRUISE SHIP JOBS - SOMMELIER - WINE WAITER / WAITRESS

### Sommelier Job Description and Duties:

- ✓ Reports to the ship's Head Sommelier and Assistant Restaurant Manager
- ✓ Directly supervises supports and evaluates the performance of one subordinate beverage operation position - Assistant Sommelier
- ✓ Responsible for providing courteous and professional wine and beverage service in all restaurants and bars aboard the cruise ship
- ✓ Responsible for increasing wine sales by demonstrating personal attention, consulting passengers on fine wine selection, how to pair wine with food
- ✓ Acts as a spokesperson for the cruise line's wine program
- ✓ The Sommelier contributes to the on-the-job training of the other bar department staff by improving their wine knowledge and sales techniques
- ✓ Follows the daily work schedule and works in a station designated by the Head Sommelier and approved by the Maitre D', assists the Head Wine Waiter with preparing the restaurant for service and opening wine bottles
- ✓ Works in close cooperation with the Cellar Master and is responsible for re-stocking of the wine cellar on a daily basis
- ✓ Must be well groomed and should demonstrate proper personal and uniform appearance at all times according to cruise line's standards
- ✓ The Wine Waiter is responsible for cleaning and sanitizing the assigned work station according to the USPH and UKPH rules and regulations



### Wine Waiter / Waitress Job Requirements:

- High school diploma or equivalent
- Minimum one-two years of Sommelier experience in an upscale establishment
- Cruise ship or/and European experience is preferred, but not mandatory
- Excellent fine wines and premium beverages knowledge
- Excellent communication skills and good command of the English language, knowledge of additional languages is a plus
- Strong managerial skills and ability to work in a multicultural environment

### Wine Waiter / Waitress Salary Range:

\$2800-3700 U.S. per month depending on the cruise line, size of ship, commission and gratuities from passengers. Strong possibilities for promotion to Head Sommelier position.

## CRUISE SHIP JOBS - ASSISTANT (JUNIOR) WAITER / WAITRESS

### Assistant Waiter / Waitress Job Description and Duties:

- ✓ Reports to the Waiter, Head Waiter and Assistant Restaurant Manager
- ✓ Directly supervises, trains and monitors the performance of the subordinate Restaurant Operation positions assigned to his/ her work station - Busboy (Bus Person) and Dining Room Utility Cleaner
- ✓ Provides assistance and support to the assigned waiter in anticipating and fulfilling the passengers requests
- ✓ Responsible for serving non-alcoholic beverages and bread, ordering, pick-up and delivery of food and beverage items to the work station and tables and transporting back to the galley the soiled dishes, glassware and silverware
- ✓ Provides assistance to the assigned waiter, waitress in setting up tables, linen, glassware, silverware and china as well as presents food and beverage menus to passengers
- ✓ Responsible for achieving and exceeding revenue levels set by the cruise line through suggesting various courses and wines to passengers and applying up-selling and suggestive selling techniques
- ✓ Participates in the rotational schedule working in the dining room and in other food and beverage outlets throughout the cruise ship
- ✓ Ensures that the assigned work station is clean and sanitized according to the cruise line standards and USPH and/or UKPH rules
- ✓ Actively participate in dining room entertainment according to established practices of the cruise line and alterations based on the specific itinerary - Pirates'Nights, Caribbean nights, Italian nights etc.



### Junior Waiter / Waitress Job Requirements:

- Minimum one - two years experience in a high volume food operation establishment
- Upscale restaurant, hotel, resort or cruise ship experience is preferred
- Good interpersonal skills, positive attitude and willingness to learn
- High school diploma or basic education equivalent is preferred
- Excellent communication skills and good command of the English language, knowledge of additional languages is a plus.
- Ability to work in a multicultural environment.

### Assistant Waiter / Waitress Salary Range:

\$1800-2800 U.S. per month depending on the cruise line, size of ship and gratuities from passengers. Possibilities for promotion to Dining Waiter / Waitress position.

# Cruise Job Descriptions

## CRUISE SHIP JOBS - ASSISTANT SOMMELIER - WINE WAITER / WAITRESS

### Assistant Wine Waiter / Waitress Job Description and Duties:

- ✓ Reports to ship's Head Sommelier
- ✓ Assists the Sommeliers and the Head Sommelier in providing an excellent wine and other beverages service to guests aboard the cruise ship
- ✓ Responsible for providing courteous and professional wine and beverage service in all restaurants and bars aboard
- ✓ Responsible for increasing wine sales (thus increasing his/ her personal earnings) by demonstrating personal attention, consulting passengers on fine wine selection and how to pair wine with food
- ✓ Must be well groomed and should demonstrate proper personal and uniform appearance at all times according to cruise line's standards
- ✓ Responsible for cleaning and sanitizing the assigned work station according to the USPH rules and regulations
- ✓ Helps the Sommeliers with re-stocking of the wine cellar on a daily basis



### Assistant Wine Waiter / Waitress Job Requirements:

- High school diploma or equivalent
- Minimum two years Sommelier experience in an upscale establishment
- European experience is preferred, but not mandatory
- Excellent fine wines from various regions of the world and premium beverages knowledge
- Excellent communication skills and good command of the English language, knowledge of additional languages is a plus
- Abilities to calculate figures and amounts such as discounts, interest, commissions, tips, proportions, percentages and ability to work in a multicultural environment

### Assistant Wine Waiter / Waitress Salary Range:

\$2300-3500 U.S. per month depending on the cruise line, size of ship, commission and gratuities from passengers. Strong possibilities for promotion to Sommelier position.



# Cruise Job Descriptions

## CRUISE SHIP JOBS - RESTAURANT / DINING ROOM UTILITY CLEANER

### Dining Room / Restaurant Utility Cleaner Job Description and Duties:

- ✓ Reports to the superior restaurant operation positions - Assistant Waiter, Waiter, Head Waiter, Assistant Maitre D' and Restaurant Manager
- ✓ Responsible for cleaning and maintaining the assigned area in the dining room on a daily basis as directed by the Restaurant Manager and according to the cruise line standards, USPH and/or UKPH regulations
- ✓ Must be proficient in working with vacuum cleaner, shampooing machine and other cleaning machinery
- ✓ Follows the cruise line guidelines regarding uniforms and personal hygiene and communicates with passengers and crew/ staff members in the manner of politeness and mutual respect
- ✓ The Dining Room Utility Cleaner would participate in courses, meetings and training programs in order to develop the necessary skills needed for promotion to superior level position



### Restaurant / Dining Room Utility Cleaner Job Requirements:

- This is an entry level position
- Previous experience in hotel, resort or cruise ship preferred but not mandatory
- Adequate Knowledge of proper cleaning techniques and use of cleaning equipment is required
- The candidates must posses good interpersonal skills, positive attitude and willingness to learn as well as be customer service focused and eager to work in a high-volume, fast-paced guest service environment
- High school diploma or basic education equivalent is preferred, but not mandatory
- Basic command of the English language is required, knowledge of additional languages is a plus
- Most candidates apply for Dining Room Utility Cleaner jobs in order to "set a foot" in the cruise line system and then climb up their way to better paying position through internal promotion

### Dining Room / Restaurant Utility Cleaner Salary Range:

\$900-1100 U.S. per month depending the cruise line. Strong possibilities for promotion to Assistant Cabin Steward/ Stewardess (Stateroom Attendant) position.

## Bar / Beverage





# Cruise Job Descriptions

## CRUISE SHIP JOBS - BAR MANAGER / BAR SUPERVISOR / BEVERAGE MANAGER

### Bar Manager / Bar Supervisor / Beverage Manager Job Description and Duties:

- ✓ Reports to the ship's Food and Beverage Manager and directly supervises supports and evaluates the performance of the subordinate beverage operation positions - Assistant Bar Manager, Head Bartender, Bartender, Head Sommelier
- ✓ Responsible for on-the-job day-to-day training of ship's Bar Staff covering all aspects of beverage service and makes sure that all beverage team members perform up to the standards of service set by the cruise line
- ✓ Informs the Food and Beverage Manager of position changes (promotions), payroll changes, bar staff requests, crew emergency leaves and terminations of employment
- ✓ Responsible for smooth operation of all beverage outlets aboard the cruise ship - bars, lounges, dining room, crew bar and bar storage areas as well as for inspections of these areas making sure that compliance with occupational health and safety standards, cruise line policies and local liquor regulations are met
- ✓ Responsible for promoting and maximizing beverage sales in the bars and other beverage outlets throughout the cruise ship
- ✓ Ensures that all beverages are properly prepared utilizing correct mixing and served in the correct glassware with the proper garnishes
- ✓ Ensures that all beverage stocks are used, stored and accounted for, estimates and orders bar supplies, liquors, wines, beers and other beverages to meet the daily business demands
- ✓ Prepares and submits to the Food and Beverage Director/ Manager all bar sales and cost reports including bar par levels, mineral water and coffee sales reports, bar waiter's target and sales reports, wine inventory reports, bar staff evaluation reports



### Bar Manager Job Requirements:

- Formal hospitality training - a diploma from a recognised hotel school or university or international equivalent is preferred
- High school diploma or equivalent and a minimum two-tree years of beverage related managerial experience
- Formal hospitality training is preferred



# Cruise Job Descriptions

- Excellent communication skills and good command of the English language, knowledge of additional languages is a plus
- Strong managerial skills and ability to work in a multicultural environment

## Bar Supervisor Salary Range:

\$3800-5400 U.S. per month depending on the cruise line, size of ship, commission and gratuities (tips) from passengers. Strong possibilities for promotion to Assistant Food and Beverage Manager position.



# Cruise Job Descriptions

## CRUISE SHIP JOBS - ASSISTANT BAR SUPERVISOR / BAR MANAGER / BEVERAGE MANAGER

### Assistant Bar Supervisor/ Bar Manager / Beverage Manager Job Description and Duties:

- ✓ Reports to the ship's Bar Manager and directly supervises supports and evaluates the performance of the subordinate beverage operation positions
  - Head Bartender, Bartender, Head Sommelier, Bar Server, Private Bar Attendant and Bar Utility
- ✓ Responsible for managing day-to-day operation of the entire Bar/ Beverage department aboard the cruise ship
- ✓ Assists the Bar Manager in the on-the-job day-to-day training of ship's Bar Staff covering all aspects of beverage service and makes sure that all bar department team members perform up to the standards of service set by the cruise line
- ✓ Addresses passenger complaints reporting them to the Bar Manager and works in a positive and polite manner to resolve problems for both passengers and bar department personnel
- ✓ Works hard to increase the volume of sales and in the same time to reduce expenses through cost control as well as ensures a proper maintenance of the bars and related bar equipment (blenders, soda machines, cash registers etc.) throughout the cruise ship
- ✓ Ensures that all bar staff are trained and familiar with USPH regulations and sanitation in all ship bars and other beverage outlets is up to the standards



### Assistant Bar Supervisor Job Requirements:

- High school diploma or equivalent and a minimum two-three years of beverage related managerial experience required
- Formal hospitality training is preferred
- Excellent communication skills and good command of the English language, knowledge of additional languages is a plus
- Strong managerial skills and ability to work in a multicultural environment

### Assistant Beverage Manager Salary Range:

\$3400-5200 U.S. per month depending on the cruise line, size of ship, commission and gratuities (tips) from passengers. Strong possibilities for promotion to Bar Supervisor / Manager position.

## CRUISE SHIP JOBS - HEAD BARTENDER

### Head Bartender Job Description and Duties:

- ✓ Reports to the ship's Assistant Bar Manager and the Beverage Manager
- ✓ Supervises, trains and monitors the performance of a team of subordinate beverage operations positions - Bartender, Assistant Bartender, Bar Server/ Waiter/ Waitress, Bar Utility
- ✓ Responsible for on-the-job day-to-day training of ship's Bar Staff covering all aspects of beverage service and makes sure that all beverage team members perform up to the standards of service set by the cruise line
- ✓ Works directly with the subordinate bar personnel and would assist both bartenders and bar servers/ waiters in various bars and beverage outlets throughout the cruise ship during peak hours
- ✓ Monitors work assignments, side jobs and days off for assigned bar staff
- ✓ Ensures that subordinate bar staff are well groomed and in proper uniform when reporting for duty
- ✓ Makes sure that all costs are minimized and within the limits set by the Bar Manager
- ✓ Ensures that the highest quality of spirits, beer and non-alcoholic beverages are offered to passengers all the time



### Head Bartender Job Requirements:

- High school diploma or equivalent and a minimum three years of beverage serving experience in an upscale bar/ pub, hotel, resort or cruise ship
- Formal hospitality training and previous cruise ship experience are preferred, but not mandatory
- Excellent communication skills and good command of the English language, knowledge of additional languages is a plus
- Strong managerial skills and ability to work in a multicultural environment
- Candidates must be able quickly to calculate discounts, interest, commissions, tips, proportions and percentages

### Head Bartender Salary Range:

\$3200-4300 U.S. per month depending on the cruise line, size of ship, commission and gratuities from passengers. Strong possibilities for promotion to Assistant Bar Manager / Beverage Director position.

## CRUISE SHIP JOBS - BARTENDER

### Bartender Job Description and Duties:

- ✓ Reports to the Head Bartender and Assistant Bar Manager and directly supervises supports and evaluates the performance of subordinate beverage operations positions - Assistant Bartender, Beverage/ Bar Server/ Bar Waiter/ Waitress, Assistant Bartender, Bar Utility Staff.
- ✓ Responsible for providing professional and courteous service to passengers in all bars and beverage outlets throughout the cruise ship as well as serving staff and crew members in the crew bar.
- ✓ Ensures that smooth operation of bars is maintained at all times and the quality of services provided meet the standards of the cruise line.
- ✓ Assists the Head Bartender in the on-the-job day-to-day training of subordinate Bar Staff covering all aspects of beverage service and makes sure that they perform up to the standards of service set by the cruise line.
- ✓ Responsible for achieving and exceeding the revenue targets through applying various sales techniques, up-selling, suggestive selling and in the same time keeping the cost levels within the limits set by the Bar Manager/ Beverage Director.
- ✓ Ensures that drinks are properly garnished and served in the appropriate glassware, the bar counter is set with napkins, straws, menus, matches and ashtrays, as well as ensures that all orders placed by Bar Servers/ Waiters/ Waitresses are properly filled.
- ✓ Responsible for keeping the bar area clean and sanitized according to current USPH rules and regulations of the cruise line and also for beverage inventory control, re-supply, loading provisions from the ship's storage rooms.



### Bartender Job Requirements:

- High school diploma or equivalent.
- Minimum two to three years of beverage serving experience in a hotel, bar, resort, or an equivalent combination of experience and education.
- Cruise ship experience is preferred.



# Cruise Job Descriptions

- Excellent communication skills and good command of the English language, knowledge of additional languages is a plus.
- Ability to work in a multicultural environment.
- Candidates must be able quickly to calculate discounts, interest, commissions, tips, proportions and percentages.

## Bartender Salary Range:

\$2200-3600 U.S. per month depending on the cruise line, size of ship and gratuities from passengers. Possibilities for promotion to Head Bartender position.

## CRUISE SHIP JOBS - BAR WAITER / WAITRESS (BAR STEWARD / STEWARDESS / BAR SERVER)

The different cruise lines use one of these job titles, but they all refer to the same position.

### Bar Waiter / Waitress Job Description and Duties:

- ✓ The main duties of the Bar Server consist of suggesting and serving alcoholic and non-alcoholic beverages at various beverage outlets throughout the cruise ship - bars, lounges, cafes, night clubs, discos, casinos and open decks
- ✓ The Bar Steward is providing drinks during special events and theme nights - Captain's Cocktail Party, Caribbean Night etc.
- ✓ The Bar Waiter must learn all the details regarding various cocktails, premium brand spirits, beers, wines and promote them among passengers in order to meet and exceed the sales targets set by the Bar Manager/ Beverage Director
- ✓ Suggests drinks to guests applying up selling and suggestive selling techniques thus increasing beverage products revenue and his/ her personal earnings
- ✓ Takes the orders from the guests, relays them to the Bartender and then makes sure that the beverages are served in the proper glassware with the proper garnish
- ✓ Presents each party with a separate check (unless requested otherwise), leaves copy of the check to the passenger and returns the completed checks to the assigned place
- ✓ Assist in re-stocking bars or other beverage outlets around the cruise ship
- ✓ Follows company guidelines regarding uniforms and personal hygiene and ensures that the assigned work station is clean and sanitized according to the cruise line standards and USPH and/or UKPH rules
- ✓ Participates in courses, meetings and training programs organized by the cruise line in order to develop the necessary skills needed for promotion to superior level position(s)



### Bar Steward / Stewardess Job Requirements:

- High school diploma or equivalent
- Minimum one year of beverage serving experience in a hotel, bar, pub, night club, resort, or an equivalent combination of experience and education
- Good interpersonal skills, positive attitude and willingness to learn
- Cruise ship experience is preferred, but not mandatory



# Cruise Job Descriptions

- Excellent communication skills and good command of the English language, knowledge of additional languages is a plus.
- Ability to work in a multicultural environment.

## Bar Server Salary Range:

\$1800-2800 U.S. per month depending on the cruise line, size of ship, commission earned and gratuities from passengers. Possibilities for promotion from Bar Server to Bartender position.

## CRUISE SHIP JOBS - BAR UTILITY / BAR BACK

### Bar Utility / Bar Back Job Description and Duties:

- ✓ Reports to the Bartenders and the Head Bartender
- ✓ Responsible for assisting the bartenders in maintaining and keeping the bar, lounge, pantry areas, all glassware and equipment clean and properly organized
- ✓ Responsible for re-stocking of bar items and for collecting and transporting supplies (beverage products, dry snacks, glassware etc.) from the ship's storage area to the various beverage outlets around the cruise ship as well as for transporting ice in appropriate containers for the bartenders and bar servers
- ✓ Constantly monitors the quantity of glassware and ice in the assigned beverage outlet and ensures that there is always a sufficient supply of them
- ✓ The Bar Utility is in charge of the glass washing machine and would place all glassware in the proper racks as well as making sure that soap and rinse-aid for the glass washing machine are well stocked
- ✓ Monitors the supply of glassware and to re-stock when necessary
- ✓ Keeps the dry snacks refilled and the ice bins replenished on regular basis
- ✓ Follows the cruise line guidelines regarding uniforms and personal hygiene and ensures that cleaning and sanitizing of the assigned bar, lounge and pantry area is always up to the standards of the cruise line and according to the USPH and/or UKPH regulations
- ✓ He/ she would participate in courses, meetings and training programs, would observe how the bartenders prepare the drinks and would try to learn all about the bar operation in order to develop the necessary skills needed for promotion to superior level position(s)



### Bar Utility / Bar Back Job Requirements:

- This is an entry level position
- Previous bar related experience is preferred but not mandatory
- Adequate Knowledge of proper cleaning techniques and use of cleaning equipment is required



# Cruise Job Descriptions

- The candidates must possess good interpersonal skills, positive attitude and willingness to learn as well as be customer service focused and eager to work in a high-volume, fast-paced guest service environment
- High school diploma or basic education equivalent is preferred, but not mandatory
- Basic command of the English language is required, knowledge of additional languages is a plus
- Most candidates apply for Bar Utility jobs in order to "set a foot" in the cruise line system and then climb up their way to better paying position through internal promotion

## Bar Utility / Bar Back Salary Range:

\$1200-1600 U.S. per month depending the cruise line, size of ship and cut of gratuities (tips). Strong possibilities for promotion from Bar Utility to Bar Server or Bartender position.

# Specialty Restaurant





# Cruise Job Descriptions

## CRUISE SHIP JOBS - MAITRE D' SPECIALTY RESTAURANT

### Maitre D' Specialty Restaurant Job Description and Duties:

- ✓ Reports to ship's Food & Beverage Manager and to the Restaurant Manager and directly supervises, supports and evaluates the performance of the subordinate positions in the Specialty Restaurant - Assistant Maitre D' Specialty Restaurant, Head Chef de Rang, Chef de Rang, Commis de Rang, Sommelier and Utility Cleaner
- ✓ Mentors, develops and provides on-the-job training to new recruits in order to improve their current performance allowing them to gain skills and abilities for future advancement
- ✓ Responsible for notifying the Restaurant Manager/ Maitre D' of any cases of disciplinary actions or poor performance
- ✓ Works in close cooperation with the Food and Beverage Manager, Restaurant Manager, Executive Chef and Bar Manager in order to insure full coordination of operations between Main Dining Room(s), Galley and the Specialty Restaurant as well as providing appropriate wine and beverage service in the venue
- ✓ Responsible for the overall maintenance of the venue reporting any repair or replacement needs to the Food and Beverage Manager
- ✓ Ensures that the appearance of the restaurant as well as all items (waiter stations, tables, linen, silver, crockery) are up to the cruise line's standards, orders new items through the ship's Provision Master when needed
- ✓ Ensures that all the Specialty Restaurant staff are trained and familiar with USPH or/and UKPH regulations and sanitation in all work stations is up to the required standards
- ✓ Promotes special products, such as champagnes, premium cognacs and rare wines in order to increase sales as well as makes sure that food and beverage items are requisitioned in correct quantities in order to avoid over-stocking and keep operational cost within the limits set by the cruise line



### Maitre D' Specialty Restaurant Job Requirements:

- Formal hospitality training - a diploma from a recognised hotel school or university or international equivalent is preferred



# Cruise Job Descriptions

- Minimum three to four years hospitality management experience including front of house and back of house operations. Cruise ship experience preferred
- Excellent communication skills and good command of the English language, knowledge of additional language(s) is a plus
- Strong managerial skills and ability to work in a multicultural environment
- Working knowledge of computers, emails, Microsoft Word, Excel and related printers and equipment

## Maitre D' Specialty Restaurant Salary Range:

\$3800-5200 U.S. per month depending on depending on the cruise line, commission, bonuses, size of ship and gratuities (tips) from passengers. Possibilities for promotion to Restaurant Manager/ Maitre D' position.

## CRUISE SHIP JOBS - ASSISTANT MAITRE D'/ MANAGER - SPECIALTY RESTAURANT

### Assistant Maitre D'/ Manager - Specialty Restaurant Job Description and Duties:

- ✓ Reprots to the Maitre D'/ Specialty Restaurant and directly supervises, supports and evaluates the performance of the subordinate positions in the Specialty Restaurant - Head Chef de Rang, Chef de Rang, Commis de Rang, Sommelier and Utility Cleaner
- ✓ Responsible for assisting the Maitre D' Specialty Restaurant in the day-to-day supervision of the staff making sure that the venue is working according to the cruise line policies and standards and passengers are satisfied both with food quality and service
- ✓ Mentors, develops and provides on-the-job training to new recruits in order to improve their current performance allowing them to gain skills and abilities for future advancement
- ✓ Responsible for notifying the Restaurant Manager - Specialty Restaurant of any cases of disciplinary actions or poor performance
- ✓ Must posses a thorough knowledge of fine wines and wine service and would assist with wine service the Sommelier/ Wine Waiter in times of work overload
- ✓ Ensures that the revenue targets set by the cruise line are achieved and exceeded through applying various sales techniques, up-selling, suggestive selling and in the same time keeping the cost levels within the limits set by the ship's Restaurant Manager by conducting workstation spot checks to ensure items are correctly stored to minimize deterioration and waste
- ✓ Esures that all work stations are properly cleaned and sanitized according to the USPH or/ and UKPH standards



### Assistant Manager - Specialty Restaurant Job Requirements:

- Formal hospitality training - a diploma from a recognised hotel school or university or international equivalent is preferred
- Minimum three to four years hospitality management experience including front of house and back of house operations
- Cruise ship experience is preferred



# Cruise Job Descriptions

- Excellent communication skills and good command of the English language, knowledge of additional language(s) is a plus
- Strong managerial skills and ability to work in a multicultural environment
- Working knowledge of computers with emails, Microsoft Word, Excel and related printers and equipment

## Assistant Maitre D'/ Manager - Specialty Restaurant Salary Range:

\$3000-4200 U.S. per month depending on the cruise line, size of ship, commission and gratuities (tips) from passengers. Possibilities for promotion to Maitre d' Hotel - Specialty Restaurant or Asst. Dining Room Maitre D' position.

## CRUISE SHIP JOBS - CHEF DE RANG / HEAD WAITER - SPECIALTY RESTAURANT

### Chef de Rang / Head Waiter - Specialty Restaurant Job Description and Duties:

- ✓ Reports to the Assistant Maitre D' and Maitre D' - Specialty Restaurant
- ✓ Directly supervises, supports and evaluates the performance of the subordinate positions within the Specialty Restaurant - Sommelier, Commis de Rang and Utility Cleaner
- ✓ Mentors, develops and provides on-the-job training to new recruits in order to improve their current performance allowing them to gain skills and abilities for future advancement
- ✓ Responsible for notifying the Assistant Restaurant Manager - Specialty Restaurant of any cases of disciplinary actions or poor performance
- ✓ Responsible for coordinating the trolley and flambé service on each table demonstrating to the passengers his/ her ability to cook, carve and flambé
- ✓ Directly responsible for checking the flambé trolley, cheese trolley and controlling the daily inventory of linen, china and silverware
- ✓ Must possess a solid knowledge of all menu items and be able to describe them to passengers, suggesting various courses
- ✓ The Chef de Rang follows company guidelines regarding uniforms and personal hygiene and ensures that the assigned work station is clean and sanitized according to the cruise line standards and USPH and/or UKPH rules
- ✓ Pays a close attention to passengers needs and reports their special requests or complaints to the Assistant Maitre D' - Specialty Restaurant



### Chef de Rang - Specialty Restaurant Job Requirements:

- Formal hospitality training - a diploma from a recognised hotel school/ university or international equivalent is preferred
- Minimum of 2-3 years previous experience in a food service and preparation field in an upscale restaurant, hotel or resort
- Cruise ship experience is preferred
- Culinary and wine knowledge as well as experience in silver service



# Cruise Job Descriptions

- Excellent communication skills and good command of the English language, knowledge of additional languages is a plus
- Strong managerial skills and ability to work in a multicultural environment

## **Chef de Rang - Specialty Restaurant Salary Range:**

\$3200-4500 U.S. per month depending on the cruise line, size of ship, commission and gratuities from passengers.  
Strong possibilities for promotion to Assistant Restaurant Manager position.

## CRUISE SHIP JOBS - SOMMELIER - SPECIALTY RESTAURANT

### Sommelier - Specialty Restaurant Job Description and Duties:

- ✓ Reports to the ship's Bar Manager/ Beverage Director and to the Maitre D'/ Specialty Restaurant
- ✓ Supervises, supports and evaluates the performance of the subordinate positions in the Specialty Restaurant
- ✓ Responsible for providing courteous and professional wine and beverage service to guest in the assigned Specialty Restaurant aboard the cruise ship
- ✓ Responsible for increasing wine sales by demonstrating personal attention, consulting passengers on fine wine selection, and applying up-selling and suggestive selling techniques. Boosting wine sales leads also to higher commission and increase of his/her personal earnings
- ✓ The Sommelier - Specialty Restaurant is involved in the re-stocking of the wine cellar and helping with the loading wines to the cruise ship when necessary
- ✓ Follows company guidelines regarding uniforms and personal hygiene and ensures that the assigned work station is clean and sanitized according to the cruise line standards and USPH and/or UKPH rules
- ✓ Must be familiar with the Specialty Restaurant bar credit system in the wine stand and with the wine requisitioning and wine service procedures
- ✓ Works in close cooperation with the Cellar Master and is responsible for re-stocking of the wine cellar on a daily basis



### Sommelier - Specialty Restaurant Job Requirements:

- High school diploma or equivalent
- Minimum one-two years of Sommelier experience in an upscale establishment
- Cruise ship experience is preferred, but not mandatory
- Excellent fine wines and premium beverages knowledge



# Cruise Job Descriptions

- Excellent communication skills and good command of the English language, knowledge of additional languages is a plus
- Strong managerial skills and ability to work in a multicultural environment

## Sommelier - Specialty Restaurant Salary Range:

\$2200-3500 U.S. per month depending on the cruise line, size of ship, commission and gratuities from passengers.  
Strong possibilities for promotion to Dining Room Head Sommelier position.

## CRUISE SHIP JOBS - COMMIS DE RANG - SPECIALTY RESTAURANT

### Commis de Rang - Specialty Restaurant Job Description and Duties:

- ✓ Reports to the Chef de Rang, Assistant Maitre D' and Maitre D'/ Specialty Restaurant
- ✓ Directly supervises, supports and evaluates the performance of the subordinate position in the Specialty Restaurant
- ✓ Assist the Chef de Rang in coordinating trolley and flambé service on each table of the cruise ship Specialty Restaurant
- ✓ Provides efficient and courteous service of food and beverages to passengers and demonstrates the ability to cook, carve and flambé
- ✓ Ensures that all guests expectations are met during the restaurant experience and reports to the Assistant Maître D'- Specialty Restaurant any special requests or complaints made by passengers
- ✓ Communicates with the Chefs and other Specialty Restaurant personnel and assist the Chef de Rang with the management of his/ her section making sure that the cruise line standards are met with attention to detail
- ✓ Must posses a thorough knowledge about all menu items, be able to describe them to passengers, suggest various courses, apply up-selling and suggestive selling techniques thus boosting sales and achieving and exceeding revenue targets set by the cruise line
- ✓ Follows company guidelines regarding uniforms and personal hygiene and ensures that the assigned work station is clean and sanitized according to the cruise line standards and USPH and/or UKPH rules



### Commis de Rang - Specialty Restaurant Job Requirements:

- Minimum of 2-3 years previous experience in a food service and preparation field in an upscale restaurant, hotel or resort
- Cruise ship experience is preferred
- Culinary and wine knowledge as well as experience in silver service
- Excellent communication skills and good command of the English language, knowledge of additional language(s) is a plus



# Cruise Job Descriptions

- Candidates must be able quickly to calculate discounts, interest, commissions, tips, proportions and percentages
- High school diploma or basic education equivalent is preferred

## Commis de Rang - Specialty Restaurant Salary Range:

\$2200-2700 U.S. per month depending on the cruise line, size of ship, commission and gratuities from passengers.  
Strong possibilities for promotion to Chef de Rang position.



# Cruise Job Descriptions

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## Buffet / Casual Dining Restaurant

## CRUISE SHIP JOBS - BUFFET / CASUAL DINING RESTAURANT MANAGER

### Buffet / Casual Dining Restaurant Manager Job Description and Duties:

- ✓ Reports to ship's Food and Beverage Manager/ Director and the ship's Hotel Director/ Manager and supervises the activities of all subordinate positions within the Buffet/ Casual Dining Restaurant - Buffet Steward/ Stewardess/ Casual Dining Server, Buffet Attendant/ Snack Attendant.
- ✓ Responsible for the appearance, time keeping, service standards and on-the-job day-to-day training of the subordinate F&B positions within the venue in order to develop their professional skills and prepare them for future advancement and promotions
- ✓ Oversees the assignment of duties, responsibilities and workstations to direct reports making sure that the highest quality of food and service are offered to passengers all the time according to the cruise line standards
- ✓ Works in close cooperation with the Maitre d' Hotel and Room Service Supervisor in order to ensure allocation of Food and Beverage personnel to various venues on the cruise ship based on passenger traffic
- ✓ Ensures that all costs are minimized and within the limits set by the Food and Beverage Director
- ✓ Makes sure that all the Buffet/ Casual Dining Restaurant staff are trained and familiar with USPH or/and UKPH regulations and sanitation in all work stations is up to the required standards



### Buffet / Casual Dining Restaurant Manager Job Requirements:

- Formal hospitality training - a diploma from a recognised hotel school or university or international equivalent preferred or combination of education and experience
- Two to three years of previous restaurant management experience in a restaurant, hotel or resort. Cruise ship experience preferred
- Excellent communication skills and good command of the English language, knowledge of additional language(s) is a plus.
- Strong managerial skills and ability to work in a multicultural environment.
- Working knowledge of computers, emails, Microsoft Word, Excel and related printers and equipment
- Extensive knowledge of food handling procedures with regard to public health standards

### Buffet / Casual Dining Restaurant Manager Salary Range:

\$3600-5200 U.S. per month depending on the cruise line, commission, bonuses, size of ship and gratuities (tips) from passengers. Possibilities for promotion to Dining Room Maitre D' position.



# Cruise Job Descriptions

## CRUISE SHIP JOBS - BUFFET STEWARD / STEWARDESS

### Buffet Steward / Stewardess Job Description and Duties:

- ✓ Reports to the Buffet (Casual Dining) Restaurant Manager
- ✓ In the evening The Buffet Steward is responsible for taking orders and serving food and beverages to both passengers and ship's officers and staff members who have the so called "deck privileges" and are allowed to use some passenger dining facilities (officers and staff members are obliged to leave to The Buffet Steward/ Stewardess a set amount gratuity/ tip for each sitting thus boosting server's earnings)
- ✓ Responsible for setting up tables, linen, glassware, silverware and china
- ✓ Presenting food and beverage menus to passengers within the assigned area of the Buffet/ Casual Dining Restaurant
- ✓ During the day time this food and beverage venue works as a self-service buffet and the main duties of the Buffet Steward/ Stewardess are to clean tables, transporting back to the buffet galley soiled dishes, glassware and silverware and refilling coffee and complimentary non-alcoholic beverages.
- ✓ Responsible for keeping cost and expenses to the limits set by the cruise line by minimizing breakage and wastage of china, glassware, silverware and other materials
- ✓ Follows company guidelines regarding uniforms and personal hygiene and ensures that the assigned work station is clean and sanitized according to the cruise line standards and USPH and/or UKPH rules as well as follows proper procedures when disposing of garbage



### Buffet Steward / Stewardess Job Requirements:

- This is an entry level position and it is at the bottom of food and beverage serving positions aboard a cruise ship. Most candidates apply for Buffet Steward/Stewardess/ Server jobs in order to "set a foot" in the cruise line system and then climb up their way to better paying position through internal promotion
- Some previous job experience in the field is preferred
- Good interpersonal skills, positive attitude and willingness to learn
- High school diploma or basic education equivalent is preferred
- Good command of the English language, is required, knowledge of additional languages is a plus
- Candidates must be customer service focused and eager to work in a high-volume, fast-paced guest service environment

### Buffet Steward / Stewardess Salary Range:

\$1600-2000 U.S. per month depending on the cruise line, size of ship and gratuities from passengers. Possibilities for promotion to Junior Waiter / Waitress or Bar Server position.

## CRUISE SHIP JOBS - BUFFET / SNACK ATTENDANT

### Buffet / Snack Attendant Job Description and Duties:

- ✓ Reports to the Buffet (Casual Dining) Restaurant Manager
- ✓ Responsible for assisting with the set up and decoration of buffets, midnight snacks and replenishing the food and beverages in his/ her assigned station in the buffet line
- ✓ Takes part in food and beverage stock transportation from the main storeroom of the cruise ship to the top-deck Buffet Restaurant
- ✓ Follows the cruise line guidelines regarding uniforms and personal hygiene and ensures that cleaning and sanitizing of his/ her assigned area is always up to the standards of the cruise line and according to the USPH and/or UKPH regulations
- ✓ Would participate in courses, meetings and training programs in order to develop the necessary skills needed for promotion to superior level position
- ✓ While attending the buffet line The Snack Attendant would interact with passengers and must be able to answer questions regarding the displayed food and beverages
- ✓ The Buffet Attendant would also work at the buffet line in the cruise line's "private island" (many of the cruise lines do have exclusive resorts in the Caribbean which are part of the itinerary of most of their ships operating in the region - Castaway Cay for Disney Cruise Line, Princess Cays for Princess Cruises, Coco Cay and Labadee for Royal Caribbean Cruise Line, Half Moon Cay for Carnival Cruise Line and Holland America Line, Great Stirrup Cay for Norwegian Cruise Line etc.)



### Buffet / Snack Attendant Job Requirements:

- This is an entry level position and is at the bottom of passenger food and beverage serving positions aboard the cruise ship. Most candidates apply for Buffet Attendant jobs in order to "set a foot" in the cruise line system and then climb up their way to better paying position through internal promotion
- Some previous job experience in the field is preferred
- The candidates must posses good interpersonal skills, positive attitude and willingness to learn
- Must be customer service focused and eager to work in a high-volume, fast-paced guest service environment
- Fair command of the English language is required, knowledge of additional languages is a plus



# Cruise Job Descriptions

- Candidates must be customer service focused and eager to work in a high-volume, fast-paced guest service environment
- Knowledge of proper cleaning techniques and use of cleaning equipment is required

## **Buffet / Snack Attendant Salary Range:**

\$1200-1500 U.S. per month depending on the cruise line, size of ship and gratuities from passengers. Possibilities for promotion to Buffet Steward / Stewardess, Junior Waiter / Waitress or Bar Server position.

## Room Services



## CRUISE SHIP JOBS - ROOM SERVICE MANAGER / SUPERVISOR

### Room Service Manager / Supervisor Job Description and Duties:

- ✓ Reports to the Restaurant Manager and Assistant Food and Beverage Director
- ✓ Directly supervises supports and evaluates the performance of the subordinate room service operation positions - Room Service Attendant and Room Service Telephone Operator, as well as Waiters and Assistan Waiters in the dining room
- ✓ Responsible for on-the-job day-to-day training of ship's room service Staff covering all aspects of room service and makes sure that subordinates perform up to the standards of service set by the cruise line
- ✓ Supervises room service attendants ensuring that all room service trays are set according to the cruise line standards with appropriate linen, china, glassware and silverware and in cases of staff shortages assists room service attendants in setting trays
- ✓ Ensures that all food and beverage orders are properly recorded and retrieved from the corresponding locations throughout the cruise ship, served on time and in appropriate fashion to passengers in their staterooms
- ✓ Records meal and beverages counts and would make sure that room service attendants enter all food and beverage orders in the point of sale system
- ✓ The Room Service Supervisor makes sure that the highest quality of food, beverages and service are offered to passengers all the time
- ✓ Handles guest complaints, works to resolve problems and follows up with all staff and passengers involved in order to correct the situation
- ✓ Makes sure that all room service attendants are trained and familiar with USPH and/or UKPH regulations and sanitation in all work stations and room service trays are up to the standards



### Room Service Manager Job Requirements:

- two to three years previous food supervisory experience or one to two years experience as a waiter on a cruise ship
- Excellent communication skills and good command of the English language, knowledge of additional languages is a plus
- Strong managerial skills and ability to work in a multicultural environment required

### Room Service Supervisor Salary Range:

\$3300-4600 U.S. per month depending the cruise line, size of ship and commission.

## CRUISE SHIP JOBS - ROOM SERVICE ATTENDANT

### Room Service Attendant Job Description and Duties:

- ✓ Reports directly to the Room Service Manager / Supervisor
- ✓ Deliver food and beverage orders to passengers staterooms in a professional and courteous manner according to the standards set by the cruise line
- ✓ Must possess a thorough knowledge about the food menus and wine lists in order to be able to discuss and suggest to passengers various courses and fine wines in a professional manner
- ✓ The Room Service Attendant is directly responsible for obtaining the appropriate linen, china, glassware silverware and setting up the room service trays up to the company standards
- ✓ Once contacted by the Room Service Operator, the Room Service Attendant would pick up the food products from the galley and beverages from various location throughout the cruise ship, then would garnish and decorate the dishes and finally would deliver the complete order to the guests stateroom
- ✓ Once contacted by the Room Service Operator, the Room Service Attendant would pick up the food products from the galley and beverages from various location throughout the cruise ship, then would garnish and decorate the dishes and finally would deliver the complete order to the guests stateroom
- ✓ He/ she would politely inquire regarding guests satisfaction in both food quality and service and would address any remarks to the Room Service Supervisor
- ✓ Follows the cruise line guidelines regarding uniforms and personal hygiene and ensures that cleaning and sanitizing of his/ her assigned area is always up to the standards of the cruise line and according to the USPH and/or UKPH regulations
- ✓ Would participate in courses, meetings and training programs in order to develop the necessary skills needed for promotion to superior level position
- ✓ Ensures that he/ she enters all food and beverage orders into the ship's point of sale system



### Room Service Attendant Job Requirements:

- The candidates must possess good interpersonal skills, positive attitude and willingness to learn
- Must be customer service focused and eager to work in a high-volume, fast-paced guest service environment
- One year of previous waiter / waitress experience in a restaurant, hotel or resort is required
- Room service and especially cruise ship experience is preferred



# Cruise Job Descriptions

- A solid command of the English language is required, knowledge of additional language(s) is a plus

## Room Service Attendant Salary Range:

\$2200-2800 U.S. per month depending the cruise line, size of ship and gratuities (tips). Possibilities for promotion from Room Service Attendant to Dining Room Waiter/ Waitress position.

## CRUISE SHIP JOBS - ROOM SERVICE TELEPHONE OPERATOR

### Room Service Telephone Operator Job Description and Duties:

- ✓ Reports to the Room Service Manager
- ✓ Responsible for operating the room service switchboard to take room service orders in a timely and accurate manner, organizes all room service orders, including special requests, relays them to the appropriate venues for preparation and advises room service attendants about the specifics of each order
- ✓ Tracks passengers comments and makes sure that delivery time is within the limits set by the cruise line
- ✓ She/ he is the first person to respond to passenger complaints, takes the appropriate measures in order to resolve the situation in a polite and professional manner, then follows up to make sure that passengers are satisfied with the service
- ✓ Participates in food and beverage department meetings, job related and safety courses and training activities as directed by the Room Service Manager and the head of the department - the Food and Beverage Director



### Room Service Telephone Operator Job Requirements:

- Must be able to operate a telephone switchboards, fax machines, photocopy machines, telephones, computers and related office equipment
- Minimum 1 year experience in a hotel, resort, guest services, hospitality or other related industry
- High school diploma or basic education equivalent is preferred
- Excellent command of the English language (both spoken and written) is required, knowledge of other language(s) is a plus
- The candidates must possess good interpersonal skills, positive attitude and willingness to learn as well as be customer service focused and eager to work in a high-volume, fast-paced guest service environment

### Room Service Telephone Operator Salary Range:

\$1700-2000 U.S. per month depending the cruise line, size of ship and commission. Possibilities for promotion from Room Service Telephone Operator to various administrative positions.



# Cruise Job Descriptions

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## Officer / Staff / Crew Mess



# Cruise Job Descriptions

## CRUISE SHIP JOBS - OFFICER / STAFF / CREW MESS ATTENDANT

### Officer / Staff / Crew Mess Attendant Job Description and Duties:

- ✓ Reports to the ship's Assistant Food Manager
- ✓ Responsible for providing a friendly and professional service to the Officers, Staff and Crew Members of the cruise line in their assigned dining area as well as for the transportation of the food and beverages from the galley to the officer, staff and crew mess
- ✓ The Crew/ Staff/ Officer Mess attendant is also responsible for the replenishment of the buffet service counters and for the maintenance and cleaning of the above mentioned personnel dining areas
- ✓ He/ she transports back to the galley the soiled dishes, glassware and silverware
- ✓ Follows the cruise line guidelines regarding uniforms and personal hygiene and ensures that cleaning and sanitizing of his/ her assigned area is always up to the standards of the cruise line and according to the USPH and/or UKPH regulations
- ✓ He/ she would participate in courses, meetings and training programs in order to develop the necessary skills needed for promotion to superior level position



### Officer / Staff / Crew Mess Attendant Job Requirements:

- This is an entry level position
- Previous experience in hotel, resort or cruise ship preferred but not mandatory
- Adequate Knowledge of proper cleaning techniques and use of cleaning equipment is required
- The candidates must posses good interpersonal skills, positive attitude and willingness to learn as well as be customer service focused and eager to work in a high-volume, fast-paced guest service environment
- High school diploma or basic education equivalent is preferred, but not mandatory
- Basic command of the English language is required, knowledge of additional languages is a plus
- Most candidates apply for Officer/ Staff/ Crew Mess Attendant jobs in order to "set a foot" in the cruise line system and then climb up their way to better paying position through internal promotion

### Officer / Staff / Crew Mess Attendant Salary Range:

\$1000-1200 U.S. per month depending the cruise line, size of ship and cut of gratuities (tips). Strong possibilities for promotion to Buffet Attendant/ Snack Attendant or Buffet Steward/ Stewardess/ Server position.