

# **DINING ROOM BUSBOY**

## **JOB DESCRIPTION**



## KEY ACCOUNTABILITIES

- To bring the dishes from the galley to the assigned dining room station and to support the dining room waiter.

## REPORTS TO

- The Dining room Busboys report to the Dining room Waiters he is assigned to. His Department Head is the Maitre d' and ultimately the Hotel Manager.

## AREAS OF RESPONSIBILITY

- He assists Waiters in the food and beverage service.
- He assists Waiters in the setting up of tables and the preparation of mise en place.
- He is responsible for cleaning procedures for the entire Restaurant.
- He is responsible for the proper handling and cleaning of working material.
- He does any side jobs that are assigned to him.

## PERFORMANCE OF DUTIES

- He is responsible for assisting his Waiter in providing the food and beverage service to the passengers in a prompt and professional way.
- He checks his work schedule to determine when he works and is punctual when reporting on duty.
- He acts according to instructions from his Waiter". He mainly "fetches and carries".
- He may be asked to do a service of side dishes etc., sauces, offering rolls and butter, placing plates upon the table and so on.
- He helps to clear the tables after each course.
- His work station is his responsibility and must be clean, orderly and properly prepared to ensure an efficient service.
- During the pre-preparation period the cleaning in the Dining room will be his responsibility.
- He approaches passengers in a friendly manner always with a smile and is courteous, without being overbearing.
- He must have a complete knowledge of all dishes on the menu and be able to explain them to the passengers.
- He has glasses, ash-trays, cutlery and plates always polished.

- He is always ready for passengers when they enter the Dining room.
- He makes the passengers welcome by greeting them.
- He ensures that sufficient Menu Cards are available and that they are neat and clean.
- He serves passengers at one table at the same time.
- When waiting for passengers to arrive stand to attention at your station and do not converse with other personnel.
- Any problems he encounters with his passengers must be reported immediately to the Waiter or the Maître d'hôtel.
- He must participate in training sessions and briefings which will be held by the Maître d'hôtel.
- In front of passengers he must speak English even when speaking to other crew members.
- He maintains special care when handling working material and equipment.
- He shows a co-operative working relationship with all other personnel and assists new crew members in their job.

## **SANITATION PROCEDURES**

- Be familiar with the proper sanitation procedures and US Public Health requirements and ensure that these procedures are strictly followed.
- As our Company grows, so will our need for loyal, skilled management. Therefore, our service personnel have every opportunity of promotion to higher positions.

### **Daily Cleaning Routines**

- Clean service stations and working trolleys
- Vacuum clean carpet and chairs (if necessary shampoo) polish metal parts
- Polish tables
- Clean and polish chafing dishes
- Clean walls (rotate)
- Clean brass (rotate)
- Clean windows inside and if possible outside
- Change water in all flower vases
- Dust paintings and lamps
- Sort out and clean china (with bleach), juice machine, toaster, coffee machine and express machine daily
- Sort out and clean silver cutlery

## Weekly Routines

- Wash all drawers
- Shampoo upholstery
- Clean air condition outlets
- Clean chafing dish stands
- Clean all silver cutleries
- Clean flower vases
- Bleach all china (if needed)
- Clean all silver serving items
- Wash all salt and pepper shakers
- Clean and sanitize ice machine (empty)
- Shampoo carpets in Restaurant where necessary.

## **APPEARANCE/PERSONAL HYGIENE**

- The appearance of the entire personnel on board the ship reflects the reputation and image of the Company, therefore a great deal of emphasis is placed on a professional appearance.
- The Company expects you to maintain the highest standard of personal appearance and hygiene at all times.
- If in passenger areas full uniform is to be worn: hat, scarf, jacket, name tag, pants and proper shoes.
- Have a clean neat personal appearance.
- Special attention to grooming, hygiene care and clean and proper uniforms and shoes.
- Hair must be well groomed, neat and not extend over the shirt collar and always be kept clean.
- A moustache is acceptable if kept neatly trimmed.
- Big earrings and big necklaces are not to be worn on duty and more than one moderate size ring is not acceptable.
- Smoking is not permitted while on duty.