

Food & Beverage Attendant

Gather Resources Madagascar

Description

The Food & Beverage Attendant supports the food and beverage delivery in any F&B areas, including lounges, Crew restaurants and specialty restaurants, providing an excellent Guest experience. This role ensures that guests enjoy refined, dignified dining experiences, combining efficiency, courtesy, and hospitality in a luxury maritime environment.

Qualifications

Excellent English communication skills at minimum B1 level written and spoken, both with guests and team. Additional Language is highly requested;

Proven experience, minimum one year, as a Waiter/Waitress or in a similar position, preferably within the cruise industry, in hotel service or in upscale restaurants;

Experience in fine dining, banquet service, or cruise ship environments is a strong asset;

Familiarity with international cuisine, wine service, and table etiquette;

Demonstrated understanding and practical knowledge of Food Safety (HACCP certificate);

Ability to thrive in a high-pressure environment, delivering service with speed, precision, and a smile;

Physical stamina to carry trays, stand long hours, and work in fast-paced environments; Ability to memorize menus, to lift and/or move up to 20 kilos approximatively;

Proficiency in Computers, Microsoft programs (Outlook, Word, Excel etc...).

Responsibilities

Ensure that every guest feels welcome with warmth and professionalism, valued, and cared for in main dining restaurant; Take accurate food and beverage orders, ensuring clarity for dietary restrictions or allergies; Picks up and delivers food and beverage during the service periods from the galley to the dining room; Sets up and cleans the assigned area to guarantee the compliance to the PHS procedures and service standards. During the service brings to the Galley area all the materials for washing, facilitating the process by arranging them according to instructions received and bring back to the waiter stations; Refills buffet lines and beverage stations. Takes care of tools and utensils to provide and guarantee service as per standards if necessary;

Minimizes waste of consumables and loss & breakage of endowments, with particular attention to food spoilage; Checks and sets up all the electronic equipment (i.e. printers) for the electronic waiter orders;

Maintains the dishwashing areas clean and tidy, including sorting of the garbage when needed

Cleans and organizes Restaurants stores areas according to Company standards;

At the end of the service assures that bar checks are delivered on a daily bases to the administrative department in order to face any eventual complaint during the last day of the cruise;

When needed provides correct order loading in the main store and carries the materials in the assigned food location for the service in accordance to the loading form issued;

When necessary, performs the position of Waiter in the Restaurant during dinner service as per onboard Management instructions; Takes active part in a work environment that support a successful safety culture; Is a dynamic contributor in following safety policy and procedures; Assist in end-of-shift inventory and cleaning duties; Monitor stock levels of napkins, condiments, beverages, mixers, and service items;