



Job Description

Job Title: Steward /ess

Position Type: Seasonal

Location: Oliver Cromwell

Responsible to: Chef / Supervisor / Captain

Hours / week : 52

Day off: Thursday 3pm to Friday 4pm

General Description

Ensure that passengers have a relaxing and enjoyable holiday by keeping accommodation clean and serving food and drink to a high standard. Clean cabins daily. Help with food preparation and service. Help with waste disposal and restocking. Do bar work to serve drinks in the evenings. Be on hand to help passengers as necessary. Take a role in drills and take training to help in the event of an emergency on board. Have a general pride in the workplace and staff, and be willing to partake in ensuring personal and passenger safety.

Work Experience Requirements

Experience working in a bar, restaurant or hotel front of house. Experience dealing with customers face to face. Experience or knowledge of cleaning methods.

Education Requirements

Completely fluent in written and spoken English. GCSE or equivalent in English and Maths.

Essential Skills / Requirements

Physically fit and capable of working long hours and shift work. Willing to learn and take instructions with a friendly and positive attitude. Ability to work as part of a team or alone. The Legal right to live and work in the UK. Able to live on board throughout cruises. Able to work weekends, public holidays and unsociable hours. Willing to travel to and work full time in Gloucester from May to September (dependent on vessel for actual dates). Able to stay away from home for long periods of time.

Desirable Skills

Confident in speaking to or managing groups. Customer care and retail experience and / or training. Good telephone manner. First Aid Training. IT Skills. Ability to work under pressure and with problem solving initiative. Basic Food Hygiene certificate.

Authority

Make decisions with common sense and initiative in basic tasks on board.

See Detailed Areas of Responsibility.



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Areas of Responsibility

Area : Food and Drink	
Task Description	Standard Required
Assist the Chef preparing meals.	Follow instructions given by the chef and supervisor and follow all food safety precautions set out in training and company manual.
Take food orders and serve meals at meal times.	Orders are recorded accurately and service is quick and friendly at all times.
Serve drinks and process payments at the bar. Keep a log of wastage.	Serve drinks with appropriate garnishes in right glasses quickly and efficiently. The stock in the bar is consistent with orders less sales and wastage.
Minimise wastage.	Food and drink wastage is negligible.
Help keep high standards of quality serving food and drink.	Quality and presentation of food and drink served is always high.
Assist by carrying goods and storing when the vessel is being re supplied.	Vessel is cleared of laundry and rubbish before

Area : Cleaning	
Task Description	Standard Required
Clean guest rooms daily.	Rooms are always cleaned to the standard set out in training and company manual.
Wash passenger's towels and kitchen tea towels as necessary.	Passengers get clean towels as required and there are always clean tea towels for kitchen and bar use.
Clean all public areas daily.	All public areas are cleaned to standard set out in training and in company manual.
Assist in kitchen cleaning and washing up.	All kitchen crockery and equipment is kept clean according to roster and company manual.
Prepare vessel for turnaround by contract cleaners	Laundry and rubbish is always cleared in time for cleaners to turn vessel around.

Area : Health and Safety	
Task Description	Standard Required
Attend to passengers.	Assist any elderly passengers in moving around the vessel.
Keep all areas clean and keep note of any slip or trip hazards and rectify or report them.	All areas of the vessel are safe from slip and trip hazards at all times.
Dispose of waste properly and safely.	Waste is stored properly as per health and safety training and only offloaded at designated moorings.



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Keep a high standard of personal hygiene and appearance.	Always be in uniform whilst in public areas of the vessel and whilst working in the kitchen with clean hair, nails etc.
Keep food rooms clean and store food properly.	Galley is always clean, and food is stored as per chef's instructions and company manual guidelines.
Assist the captain in emergencies.	Follow training for emergency procedures and perform drills correctly.
Keep unauthorised people out of staff areas, and maintain vessel security.	Passengers are kept out of staff areas at all times, and the vessel is secure at all times.

Other Responsibilities
Assist in any way that your qualifications or training allow or as agreed with management.
Be prepared to work hours as agreed with management.
Handle complaints effectively as set out in training or involve a supervisor or captain if necessary to help resolve the complaint.
Keep to vessel security standards.
Keep your personal belongings clean and tidy in all areas of the vessel including personal cabin.

This job description is as detailed as is possible but is not all inclusive. Employee may be required to perform other tasks and duties, and in other locations to meet the needs of English Holiday Cruises.