



Dining Services Staff Mess Attendant

POSITION DESCRIPTION 51704

Prepared by Tim Skinner	Approved by Emilio La Scala	Authorized by Capt. A. Maresca	For use on Cruise Fleet	Original File May 31 2010	Last Revision Aug 02 2011	Revision No 1	Page 1 of 3
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POSITION NO.	51704
Title	Staff Mess Attendant
Department	Hotel – Dining Services
Main Function	<ul style="list-style-type: none"> To assist with the serving of breakfast, lunch and dinner to Staff and personnel assigned to take meals in the Staff Mess Room. To clean and maintain cleanliness and Company sanitation standards in the Staff Mess Room and adjoining areas
<i>Reports to</i>	Mess Room Supervisor
<i>Replacement</i>	Colleague Mess Room Attendant
<i>Uniform</i>	As per SP Manual (Chapter Uniform)
<i>Operational bibliography</i>	VSP Manual, Shipsan Manual, Anvisa Regulations (South American program), MSC Sanitation Manual, Safety Handbook, MSC Employee Handbook, MSC Housekeeping Manual. These manuals are available for your reference in the Crew Library.
<i>Promotion train</i>	Buffet Boy / Room Service / Assistant Waiter
Fundamentals of Position	<ul style="list-style-type: none"> To assist with the service of all meals in the Staffs Dining Room. On most ships, this involves waiter service. To transport used (soiled) dishes from the Staffs Dining Room to the Dishwash area, and to return clean dishes to the Dining Room. To keep the Dining Room clean and sanitized at all times. Personnel in this position are required to perform all duties in accordance with MSC Sanitation Standards
Documents & Certificates	<ol style="list-style-type: none"> Basic Safety Training Certificate including Swimming & Rowing All other certification (including visas etc.) required including Compliance with the requirements of STCW 95 regarding certification for this position and all documents in force at the time of your employment to comply with the Flag State requirements of the ship to which you are assigned. You require a current Panama Seaman's Book
<i>Language Skills</i>	<ul style="list-style-type: none"> Fluent in oral and written English (working & Safety language of the Company) Ability to speak, read and write in Italian is a major benefit and may be a requirement. Ability to speak, read and write in any major other languages (German, Spanish, Portuguese, French, Russian, Chinese etc.) is considered a major advantage that could eventually influence the selection for some positions.
<i>Experience</i>	Minimum 12 months 5-star hotel or restaurant service (excluding Job Training), or at least one completed satisfactory contract in a similar position (including Buffet, Messroom or Room Service) on this or other Cruise vessel.
<i>Health</i>	To satisfy the requirements of the laws of the Flag State of the Ship regarding health and physical requirements, and to have current documentation to certify that all medical requirements relating to this position are met according to the specific requirements of the job.
<i>Team Spirit</i>	Proven ability to work and (where necessary) supervise in a harmonious and productive team environment.
<i>Preferred employee</i>	Non-Smoker

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Qualifications

Following are the qualifications for this position

- High school graduate
- Proven working knowledge of the operation of a high volume, high-class restaurant.
- Understanding of company Sanitation protocols relating to Food Safety and cleaning sanitation in accommodation and food areas.
- Good understanding of the correct use of cleaning chemicals in food areas
- Proven and demonstrated understanding of the 3-bucket system.
- Able to work efficiently at high speed, in a partly unsupervised environment.

Physical requirements

The following physical requirements apply to this position

- While performing the duties of this job, you may be regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell.
- You must occasionally lift and/or move up to 25 Kg.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- You must be physically able to participate in emergency life saving procedures and drills.
- Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats.
- If working in any Guest area (or where Guests may see you), you are not permitted to display any tattoos on any exposed part of your body when wearing uniform (summer or winter).

Safety & Discipline

You are required to:

1. Read, understand and implement the Mission Statement of the Company.
2. Read, understand and follow the MSC Crew Regulations ensuring all personnel in the Housekeeping department have copies, and comply accordingly.
3. Wear the complete prescribed uniform and name badge as specified in Company Standards, complying with regulations relating to tattoos, hair and body decorations.
4. Attend and participate as required in all emergency drills, carry personal emergency card, and understand emergency duties.

Responsibilities

For this position, your requirements are:

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| <i>Handwashing</i> | 1. Wash your hands every time you enter the galley, after handling soiled flatware, or at any other time you may have contaminated them. |
| <i>Sanitation knowledge</i> | 2. To ensure that Company sanitation regulations relating to Food Safety are followed at all times. |
| <i>Prepare Messroom</i> | 2. Prepare the Staffs Dining Room for breakfasts, lunch and dinner every day at times specified by the Staff Captain. |
| <i>Guest Menu</i> | 3. Offer a full Dining Room service for Staffs, using Guest Menus, flatware and napkins. (Paper napkins are not to be used in the Staffs Dining Room). |
| <i>Carry food covered</i> | 4. Carry food (covered) prepared in the Guest galley for Staffs in time to guarantee the Dining Room will be ready for service on time for all sittings and all meals. |
| <i>Transport food quickly</i> | 5. Transport all food from the Guest galley to the Staffs Dining Room quickly, to ensure hot food is served hot, cold food is served cold, and that all food is covered during transport. |

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- Correct flatware, cutlery* 6. Ensure the Dining Room is provided to the correct quantity of flatware, cutlery and accessories as listed on the inventory for this room.
- Cleaning* 7. Ensure the Dining Room is clean at all times, with clean tables and clean table cloths and napkins for each meal.
- Bus soiled dishes* 8. Carry all soiled dishes immediately to the Dishwash area, returning the correct number of cleaned dishes, cutlery etc to provide good service.
- Always early* 9. Be on station ready to start work at least 15 minutes before the actual stating time.
- Clean Uniform* 10. Always wear a clean uniform, name badge and clean shoes.
- Hot beverages* 11. Ensure coffee, tea and hot beverages are always provided hot.
- Checklists to clean* 12. After service, clean the Dining Room and serving area, using the HACCP checklist to ensure the highest level of sanitation.
- Sanitize* 13. Sanitize all food-contact surfaces using the 3-bucket system (wash-rinse-sanitize) or equivalent.
- Cleaning Lockers* 14. Keep all cleaning material in the appropriate cleaning locker in a clean, safe and orderly condition.
- Garbage* 15. Remove all garbage to the garbage room in the correct containers, ensuring all garbage containers are washed in the bin-wash area before returning them to the mess room pantry.
- Pest Control devices* 16. Avoid removing any pest-control traps which may be placed in the area by the Pest Control technician.
- Training courses* 17. Attend training courses as required.

Governing Status	<i>Status</i>	Crew
	<i>Accommodation</i>	Crew Cabin – Shared use
	<i>Assigned Mess</i>	Crew Mess

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