

# SEVEN SEAS SERVICES LIMITED & International Cruise Services, Inc.

## P O S I T I O N   D E S C R I P T I O N

Position Title: **Room Service Steward**

Department: **F&B** Sub-Department **Restaurant**

Reports To: **Restaurant Manager, Assistant Restaurant Manager, Maitre D', Headwaiter, Jr. Headwaiter, Room Service Supervisor.**

Direct Reports: **N/A**

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### Position summary

Providing prompt and efficient service and creating a pleasant in-suite dining experience, by delivering a superior 24 hour In Suite Dining service, and ensuring friendly, courteous and professional service reflects the luxurious nature of our company.

### Essential duties and responsibilities

#### Operational

- Setting up of own section (trolley, trays, linen, etc.) in compliance with service procedures at all times.
- Ensuring that adequate stocks/supplies are provided within station to enable a smooth, prompt and professional service at all times.
- Ensuring that own section is ready for service on time.
- Provides personalized service always with a smile (remembers guests names and preferences).
- Answering the Room Service phone promptly and in accordance with company standards.
- Must be fully knowledgeable about the menus and able to describe the food selection.
- Being knowledgeable and conversant about beverages polices.
- Ensuring that all deliveries are made according to timescales set and that the guests are satisfied with speed of service.
- Maintaining food presentation and temperature control of all orders at all times.
- Meeting, greeting and providing world class and consistent service for a seamless room service experience.
- Arranging the food in the suite in accordance with Guests preference and company standards.
- Ensuring that during service/and or when instructed all suites/decks are clear of dirty trays.
- Communicating compliments and complaints to supervisor so that issues may be resolved promptly and efficiently.
- Handles all ship' equipment with utmost care and reports any faulty/broken equipment.
- To project a favorable image of the company, to promote its aims and objectives and foster and enhance public recognition and acceptance of all its areas and endeavor.

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- Aware of all events and activities on the ship at all times.
- To achieve the primary objectives of the position and comply with the above mentioned accountabilities in a timely and efficient manner in accordance with company policies.
- USPH: Guaranteeing safety, hygiene and sanitation practices are present at all times, maintaining cleanliness of all areas up to USPH and companies standards, policies and procedures.
- Must be acquainted with the standard procedures policy when guest is in isolation.
- Must be familiar regarding VIP guest, back to back guest and guest with special dietary request.
- Must be aware of the beverage package procedure.

#### **Training & Development**

- Attends all meetings, training activities, courses and all other work-related activities as required.
- Will be put under a training program to develop his/her skills in view for a future promotion.

#### **Financial**

- N/A

#### **Safety Responsibilities**

- Participate in Safety drills according to instructions; Comply with the companies safety and pollution prevention regulation and operating procedures; must be in possession of valid STCW certificates.

#### **Resources**

- Room Service Routes of Service.
- ROM (Restaurant Operating Manual).

#### **Other Duties and Responsibilities** (Other duties may be assigned.)

- Assist with luggage's loading/offloading or provisions whenever required and as directed.
- The above summaries the general responsibilities, but is not limited to these, other duties may be assigned as needed by onboard management.

#### **Qualifications**

##### **Knowledge, experience, skill, and/or ability**

##### Required

- Elementary and middle school (8th grade) or higher.
- Experience in an upscale Hotel/Restaurant environment of at least 1 year
- Great attitude at all times.
- Punctual.
- Well groomed and neat appearance.
- Flexible and efficient.
- Team worker.
- Social skills.
- Ability to work under pressure.

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- Ability to work within an international team.

#### Preferred

- Experience and/or training in the hospitality field considered a plus.
- Shipboard Experienced.

#### **Required computer skills**

- Micros.

#### **Education/experience/certifications**

- STCW (preferred).

#### **Other Skills**

- Knowledge of general office practices, procedures and equipment; ability to prioritize tasks and work independently; strong organizational, interpersonal and communication skills; ability to interact with senior-level management and owner representatives.

#### **Math Ability**

Able to add, subtract, multiply and divide in all units of measure using whole numbers, common fractions, and decimals.

#### **Reasoning Ability**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

#### **Work Environment & Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions for this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee is regularly required to stand; use hands to finger, handle, or feel; reach with hands and arms; talk or hear and smell. The employee must be able to lift or move up to 55 pounds (20 kilograms) without assistance.

#### **The vision requirements include**

Ability to adjust focus, depth perception, peripheral vision, distance vision and close vision and to be able to otherwise perform the essential functions of the job in a manner that does not present danger to the employee or others with or without a reasonable accommodation.

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