

POSITION DESCRIPTION

Direct Reports: **Kitchen Steward (O-class), Head Cleaner, Utility Cleaner, Catering Trainee**

- Supervise the cleanliness of all outlets & locations assigned to the Food & Beverage department and Housekeeping department in compliance with PH Rules (referring to US, Anvisa, Shispa, Canadian, Australian etc.) or company policies (SMS/IPM...)
- Must be familiar with the regulations of the individual countries/regions sailing in.
- Responsible for PH and Sanitation trainings of all F&B / HK personnel, which includes but is not limited to hands on training for chemical usage/handling, equipment handling, cleaning techniques, time control plans, filling out logs i.e. blast chiller logs, cooling etc. in conjunction with the Kitchen Steward (O-class)/Head Cleaner and all concerned HOD and retain all necessary logs.
- Ensure that staff performs as per required rules and regulations. Conduct spot-checks on a daily basis to ensure compliance and address discrepancies.
- Assist the procurement team to evaluate the janitorial, chemical and cleaning supply consumption to evaluate related par levels and orders to ensure a consistent chain of supply is maintained.
- Ensures cleanings are carried out as per on board schedules and as deemed necessary.
- Check all buffet areas and galley operation during preparation, service and breakdown (breakfast, lunch, teatime and dinner).
- Maintain, monitor and audit all sanitation logs (Galley, Restaurant, HK, Bar, Provision and Chemical).
- Must have all outlets ready for any announced or unannounced Public Health Inspection, either done by the Shipboard Senior Management or local authorities.
- Follow up and check on any administration, working procedures and ensures all are carried out as stated in the Food and Beverage and ISM Manual.

Issued on: 7/25/13	Page 1 of 4	Prepared by: PL
Last reviewed on: 08/21/13	FK	Approved by: EB

- Responsible for the cleanliness and working condition of all cleaning and washing equipment and address if needed any maintenance requirement through the Issuetrax system.
- Monitor the dish wash areas during the peak hours to prevent loss of and breakage and monitor workload of the utility team.
- Ensure that all waste produced by the catering and Housekeeping department comply with Public Health rules and regulations. Ensure all crew are fully trained and that complete records of waste discharged are kept as per requirements.
- Ensure Integrated Pest Management (IPM) procedures are well followed and maintain any documentation required and ensure on the floor follow up.
- Monitor breakages of equipment, chinaware and glassware and ensure whenever encountered, record on a breakage list or report for equipment is maintained by the Kitchen Steward (O-class)/ Head Cleaner in order to maintain an efficient working condition of the equipment and tracking of the breakage prevention plan efficiency.
- Train and supervise the correct handling of equipment for all personnel concerned. Regular inspections on the conditions of equipment must be carried and followed up with maintenance reports on a daily basis or as required.
- Must have a full understanding of how the TAR operates and monitor the daily working and resting hours of all subordinates under his supervision, ensuring of its accuracy and checking all entries according to TAR policies.
- Ensures that subordinates produce the required tasks as per job description on a daily basis and within their working schedule.
- Keep a fluent communication with the Senior Executive Chef (O-class), Executive Chef (R-class/RSSC) and F&B Director regarding performance of the Stewarding Team, as well as overall F&B and HK teams.
- Ensure that assigned utility team members are well groomed and in proper uniform when reporting for duty as per employee handbook and company policies.
- Must be familiar with all relevant events regarding the F&B operation to ensure the prompt follow up from the Kitchen Steward (O-class)/ Head Cleaner when it comes to setting up special events in a timely manner.

Training & Development

- Attends all meetings, training activities, courses and all other work-related activities as required.
- Mentors, develops and provides on-the-job training to subordinates to strengthen their current performance and preparation for future advancement.
- Reviews and provides the final approval for all utility team evaluations completed by the Kitchen Steward (O-class)/Head Cleaners, including suggesting in regards to potential position change with the respective HOD , and is to overlook and respond to any Stewarding HR related issues with the Senior Executive Chef (O-class), Executive Chef (R-class/RSSC) and Food & Beverage Director.
- Ensure that all crewmembers under his/her direction follow the Ships' Rules and regulations and are subject to a complete training and familiarization to their new job and living environment.
- Ensure that all scheduled/necessary performance evaluations are completed to company standards.
- Responsible to compile the Public Health training schedule and train all new-hires as well as returning crew members.

Financial

- Responsible for controlling food and general expenses involved in his / her area, as set by the Corporate Office Guidelines and Budget and regarding Chemical and consumables.

Issued on: 7/25/13	Page 2 of 4	Prepared by: PL
Last reviewed on: 08/21/13	FK	Approved by: EB

- Maintain an excellent awareness of cost control within his team.
- Control overtime and apply TAR procedures accordingly (work within the set budget perimeters).

Safety Responsibilities

- Must be familiar with the vessel layout in terms of safety and security, must have a full understanding of ships rules / regulations (SMS) and participate in all required safety drills / training.

Resources

- Must be familiar with the Sanitation Operational Manual, Human Resources Manual and Shipboard Training.
- Maintain a high level of crew morale within his department, ensuring that all crew are treated in a fair and unbiased manner and the team works with a positive atmosphere.

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

- Assist with loading or provisions whenever required and as directed.
- Attend any early stand-by in the galley for Public Health purposes.
- The above summarizes the general responsibilities, but is not limited to these, other duties may be assigned as needed by onboard management or shore site corporate.

Qualifications

Knowledge, experience, skill, and/or ability

Required

- 8 years of progressive food and beverage managerial experience, preferably in an upscale hotel or cruise ship, restaurant, or high volume food service facility.
- Previous Experience and/or training in the hotel/galley stewarding.
- Outstanding knowledge of Vessel Sanitation Program regulations and procedures.
- Versed in budgeting and cost control, including but not limited to the reading and interpreting of inventory reports, food cost reports and monthly financial statements.

Preferred

- Shipboard experience.

Required computer skills

- Microsoft Office Suite 2003 and higher (Word, Excel, Outlook, PowerPoint)
- Basic Windows XP, Vista and Windows 7 Operating Platform knowledge.
- Possess sufficient computer knowledge in order to use the company software.
- Familiarity with the concept of relational database driven inventory control systems.

Issued on: 7/25/13	Page 3 of 4	Prepared by: PL
Last reviewed on: 08/21/13	FK	Approved by: EB

Education/experience/certifications

- High School Diploma or international equivalent.
- USPH or HACCP certification.
- 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.

Issued on: 7/25/13	Page 4 of 4	Prepared by: PL
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