

MY ROLE

Position Title:	Steward
Worksite:	Spirit of Tasmania I & II (Devonport / Melbourne)
Department:	Hospitality and Retail
Role reports to:	Supervisor
Reports to role:	Nil
Authorised by:	General Manager Retail and Hospitality
Date Prepared:	19 September 2012
Last Revised:	July 2010

1. General Position Overview

To provide a safe friendly environment for our passengers while delivering a high level of customer service. The main role of a steward is to maintain service levels for passengers in an efficient, effective and timely fashion while ensuring the comfort and safety of all passengers and crew. Stewards must provide guests with required information regarding shipboard facilities and amenities that are available.

2. Role Environment

The position could be based on either of Spirit I or II and work is located in Bars, Restaurants Public areas and the accommodation sections. This role reports directly to a designated Supervisor and to the Duty Manager and Assistant Manager Hotel services. This role is primarily a seagoing ship board role that may contain in port cleaning duties. This role does not have direct reports. This is a team based position.

3. Key Responsibilities

- Provide food and beverage service
- Provide customers with a “trip to remember”
- Uphold all standard operating procedures and conduct guidelines
- Maintain guest services to established levels and exceptional standards
- Meet and greet guests
- Maintain product knowledge
- Provide guests with required information regarding shipboard facilities
- Maintain and enforce Responsible Service of Alcohol policies
- Resolution of complaints within scope of responsibility
- Ensure guest comfort and safety at all times
- Provide customers with information regarding the highlights of Tasmania
- Cash register operation and processing of payment (cash & credit card transactions)

- General cleaning operations in public areas, cabins, work stations to meet operating standards
- Maintain cleaning record schedules as required by HACCP and OH&S

4. Key Accountabilities

- Maintain safe work practices within the scope of their responsibilities
- Adhere to occupational health and safety guidelines
- Adhere to responsible service of alcohol practices
- Promptly identify, report or rectify situations or practices that may lead to accident or injury
- Communicate effectively with crew, peers, guests and management
- Take direction and carry out instructions accurately and safely
- Maintain positive contributions to the team environment
- Provide feedback and suggestions to facilitate continuous improvement
- Maintain excellent presentation at all times
- Implement and maintain safety standards and procedures at all times including chemical and equipment safety
- Work effectively in a team environment
- Work in an isolated environment
- Provide excellent guest services

5. Qualifications

Essential-

- RSA Responsible service of alcohol
- Sea Safety Certificate or ability to obtain

Desirable-

- Demonstrated competence in:
 - food and beverage service and operations
 - housekeeping / cabin service
 - general sales techniques
- Understanding of occupational health safety and environment requirements
- Understanding of food service and hygiene procedures (HACCP)
- Formal qualifications in hospitality or retail operations

6. Experience

- Experience in a hospitality / retail customer service environment
- Experience working in a team environment
- Demonstrated ability to follow directions
- Experience in customer service role

7. Competencies

Essential –

- Ability to deliver excellent service to internal and external customers
- Understanding of hospitality operations, bar restaurant and accommodation
- Ability to work in a team environment
- Effective communication skills to deal with crew, peers, guests and management
- Functionally numerate and literate
- Food and beverage skills
- Housekeeping skills
- Ability to model TT Line values
- Highly motivated to provide excellent customer service

Desirable –

- Hospitality, retail or tourism certificates (Cert 11)

8. Attributes

- Accepting of change
- Excellent personal presentation
- High level of work ethic
- Accepting of ongoing training and personal development