



alliance abroad group®

JOB DESCRIPTION

Title:	Steward
Collective Agreement:	Grade 1, Wage Level 1
Department:	Stewarding
Reports To:	Manager, Stewarding
Revised:	September 2013

SCOPE OF POSITON

To ensure guest satisfaction by delivering product quality and consistency and executing excellence through the entire guest experience. Give personalized guest service and connect emotionally to guests.

DUTIES AND RESPONSIBILITIES

Standards:

- Be aware and abide by Anti-Discrimination Act (1991) and the Workplace Health and Safety Act 1995 and the hotel's policies in regards to Workplace Harassment prevention.
- Work in a safe manner and abide by Occupational Health & Safety Legislation and the hotel's policies in regard to accident and incident reporting procedures.
- Adhere to relevant Workplace Health and Safety standards and Food Safety Hygiene standards.
- Abide by the policies and procedures set out in the Associate Handbook and the Department Standards and Procedures.
- Wear the uniform supplied by the Port Douglas Resort with pride and to the standard as outlined in the Associate Handbook.
- Meet grooming standards of the hotel as set out in the Associate Handbook.

Primary Duties:

- Clean and sanitize all kitchen equipment.
- Strain/change all deep fry oil as required.
- Clean and sanitize all food storage areas, walk in fridges, freezers, ovens, freestanding hot and cold boxes and dry storage cupboards.
- Clean filters and hoods.
- Clean and sanitize loading dock, council rubbish containers and all rubbish bins from food production and services areas.
- Store all cleaned articles in the correct areas.
- Remove stains from china and cutlery as required.
- Polish chafing dishes for banquets, BBQ functions and prepare carving stations as required.
- Prepare buffet in Lagoons before service and clean after service.
- Ensure all access and traffic areas are clear and clean.
- Keep all equipment in the Steward's area in good condition. Report any breakdowns in equipment to the Stewarding Supervisor.
- Report all accidents and breakages to the Chief Steward, Team leader, or Chef in charge of that shift.
- Report and/or take action on any equipment breakdown or safety issue relevant to your work area.

Service:

- Actively solicit guest feed back in order to seek continual improvement in service and to ensure guest satisfaction.
- Use guest name.
- Attend daily briefings.
- To apply a courteous and professional approach toward guests and fellow associates at all times, in line with the **STAR** Customer Service Standards.

Departmental Procedures:

- **To work as and where directed by the Supervisor/Manager.**
- Attend all training sessions and meetings as and when required.
- Always communicate any problems or issues regardless of the severity to the Supervisor/Manager.
- Maintain a high level of communication within the department regarding relevant inter-department associates and guests.

Workplace Health and Safety:

Your responsibilities relating to Workplace Health and Safety are outlined in the Workplace Health & Safety Act 1995:

- Minimize risk of injury to people and damage to property.
- Ensure the relevant Act and Regulations are observed and enforced.
- Encourage consultation in addressing safety issues.
- Develop and implement safe systems of work.
- Provide adequate safety information, training and supervision.
- Adhere to safe work practices, instructions and rules.
- Immediately report any unsafe working condition.
- Do not misuse, damage, refuse to use or interfere with anything provided in the interests of the Resort.
- Take reasonable care of the health and safety of others at the workplace.

Pool Safety:

At all times whilst moving around the Resort associates are directed to visually inspect the pools as they pass. Associates will look for any person/s in difficulty or any dangerous activities being conducted by guests. In the event of dangerous activities or a person/s in difficulty the pool safety emergency procedures as prescribed in the Port Douglas Resort Pool Safety Management Plan 2011 will be followed.

PERSON SPECIFICATION

Professional Experience:

- 6 months in a similar role.
- Experience in an international standard 4 or 5 star Hotel (desirable)

Specific Job Knowledge, Skills and Abilities:

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job.

- Be able to speak, read, write and understand the primary language (English) used in the workplace.
- Demonstrate effective communication skills, both verbal and written.
- Have excellent customer relations skills.
- Possess basic computer and keyboard skills.
- Maintain sound knowledge of hotel facilities and local environment.

Physical Demands:

- Must be able to stand and exert well-paced mobility for duration of shift.
- Must be able to exert well-paced ability to reach other areas of the hotel on a timely basis.
- Must be able to lift heavy items or luggage on a regular basis and will seek assistance if required
- Must be able to push and pull heavy trolleys and equipment or seek assistance as required.
- Must be able to bend, squat, stretch and lift to fulfill tasks.

Other:

Due to the nature of the hospitality industry, associates may be required to work varying schedules to reflect the business needs of the hotel. In addition, attendance at all relevant, scheduled training sessions and meetings as required.

Upon employment, all associates are required to fully comply with the Resort rules and regulations for the safe and effective operation of the hotel's facilities. Associates who violate hotel rules and regulations will be subject to disciplinary action, up to and including termination of employment.

ASSOCIATE SUCCESS PROFILE

Connect with guests

- Delivers warm, comforting service that consistently exceeds internal customer and guest expectations
- Demonstrates and promotes enthusiasm and passion for internal customers and guests, providing them with warm, comforting, and relaxing experiences
- Connects with guests and internal customers, developing strong, positive, professional relationships

Belong to the Resort family

- Treats others with trust and respect regardless of position, level, or background
- Readily shares credit with others and celebrates their accomplishments
- Collaborates with others to achieve the goals of the Resort
- Respects personal and cultural differences, creating a sense of belonging and inclusion
- Connects with team members, developing strong, positive, professional relationships

Deliver results

- Assumes personal responsibility for delivering superior, high quality results
- Consistently fulfills day-to-day commitments and promises to others (e.g., meets deadlines, returns calls, provides information or support, follows-up)
- Takes personal ownership for meeting individual and team goals and objectives

Change and grow

- Solicits feedback from others to identify areas for personal and professional growth and development
- Quickly learns and applies new information and skills in response to change
- Seeks out new experiences and challenges to build increased skill and capability
- Supports and embodies the Resort's brand values - Warm, Connected, Community
- Champions and promotes the Resort brand through their day-to-day words, actions, and gestures

Be an expert

- Demonstrates functional excellence in current role and develops functional skills for the future
- Develops functional expertise in others