

JOB DESCRIPTION - ALLROUND HOUSEKEEPING / BAR / RESTAURANT

Title:	Allround
Rating:	Crew
Department:	Housekeeping/Bar/Restaurant
Reports to	Head Housekeeper / Maitre d'hôtel / Hotel Manager
Cabin:	Shared

1. EXPERIENCE / SKILLS / CHARACTER

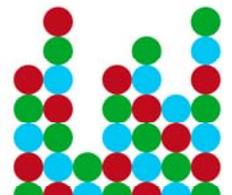
- Must have experience on ships or as hotel steward, waiter or bar waiter
- Must be able to deal with passengers in a professional manner
- Must speak English and or German well
- Must be reliable, honest and be able to work unsupervised
- Must be able to work to company standards and fixed time schedule

2. DUTIES & RESPONSIBILITIES

- As it is a position in various departments, duties & responsibilities change with the situation where the Allround is working, so all duties & responsibilities of cabin steward, restaurant waiter and bar waiter are listed below.
- Be friendly to passengers and crew as well as focused on your work, this will result in good teamwork with best achievements in guest satisfaction.

Housekeeping

- Twice daily cleaning and servicing of passenger cabins to company standards
- Cleaning of corridors in passenger accommodation
- Welcome passengers when they embark.
- Explain some of facilities onboard and emergency procedures
- Responsible for the cleanliness, maintenance and upkeep of all equipment and any other Ship's property that he/she is working with.
- To be responsibly minded for the breakage and loss of any equipment.
- To respect his/her Superiors, address him/her with the due titles, accept requests without questioning, co-operate unselfishly, and be a good team-worker.
- To be aware and follow security/fire/safety procedures according to the Ship's rules and regulations.
- To attend departmental meetings and training when requested.
- To always be clean and properly dressed while on duty. To have at all times short and clean fingernails. To have trimmed and clean haircut for men and moderate coiffure for women. To be aware of personal hygiene at all times.
- To perform all duties other than above as requested by the Assistant or Chief Housekeeper.
- To assist with loading of provisions and/or luggage as directed.



Restaurant

- Is responsible to serve food and beverages to the passengers in a friendly and courteous manner in all the restaurants and/or bars.
- To provide efficient, expedient and courteous service to the passengers leading to total passengers and company satisfaction.
- Is responsible for the cleanliness, maintenance and upkeep of all equipment, furniture, stations and Ship's property that he/she is working with.
- To check all glasses, cutlery, crockery and other items needed before putting them in use. To be responsibly minded for the breakage and loss of such items.
- To lay up tables, side stations, side tables, buffets and displays; following the instructions of his/her superiors and according to company standards. To clean all table tops before laying table cloths, to clean all seating furniture if needed or when an emergency arises. To ensure that all items required for the set-up of each table are clean, unspotted and in place.
- To respect his/her Superiors, address him/her with the due titles, accept requests without questioning, co-operate unselfishly, and be a good team worker.
- To be courteous, warm, smiling while dealing with passengers. Be efficient, fast and serve with confidence and flair.
- Be familiar with all menu items, their preparation and service procedure.
- To make sure that all food dishes and beverages are according to menu and list specifications, properly presented, be of the correct hot/cold/iced temperature before being served.
- To carry out all side jobs as assigned to all Waiters on a fair rota basis.
- To listen to guest complaints. Rectify wrong doings and any passenger demands. Inform the Asst. Restaurant Manager and/or the Restaurant Manager of **all** complaints.
- To follow out Food & Beverage hygiene Ship's regulations, according to vessel sanitation standard.
- To perform all duties assigned to efficiently, technically correct, follow the company policies, Ship's rules and regulation, requests of Superiors, adhere to procedures of the training manual and achieve a high standard leading to total passenger and Company satisfaction.
- To be aware and follow security/fire/safety procedures according to the Ship's rules and regulations.
- To attend departmental meeting and training when requested.
- To always be clean and properly dressed while on duty. To have at all times short and clean fingernails. To have trimmed and clean haircut for men and moderate coiffure for women. Be aware of personal hygiene at all times.
- No piercing other than regular female stud earrings to be visible whilst on duty.
- To perform all duties other than above requested by the Restaurant Manager and Hotel Manager.
- To assist with loading of provisions and/or luggage as directed.

Bar

- Is responsible for the service of beverages to the guests in a friendly and courteous manner in all the restaurants or bars.
- To provide efficient, expedient and courteous service to the guests leading to total guest and company satisfaction.
- Is responsible for the cleanliness, maintenance and upkeep of all equipment, furniture, stations and Ship's property that he/she is working with.
- To check all glasses, crockery and other items needed before putting them in use. To be responsibly minded for the breakage and loss of such items.
- To lay up tables, public rooms, side stations; following the instructions of his/her superiors and according to company standards. To clean all seating furniture if needed or when an emergency



arises. To ensure that all items required for the set-up of each table are clean, unspotted and in place.

- To respect his/her Superiors, address him/her with the due titles, accept requests without questioning, co-operate unselfishly, and be a good team worker.
- To be courteous, warm, smiling while dealing with guests. Be efficient, fast and serve with confidence and flair.
- Must be familiar with all menu items, their preparation and service procedure.
- To make sure that all beverages are according to menu and list specifications, properly presented and be of correct temperatures before being served.
- To carry out all side jobs as assigned to all Service Stewards on a fair rota basis.
- To listen to guest complaints. Rectify wrong doings and any guest demands. Inform Bartender/Bar Manager of **all** complaints.
- To follow out Food & Beverage hygiene procedures as per Ship's regulations, according to vessel sanitation standard.
- To perform all assigned duties efficiently, technically correct, follow Company policies, Ship's rules and regulation, requests of Superiors, adhere to procedures of the training manual and achieve a high standard leading to total guest and Company satisfaction.
- To be aware and follow security/fire/safety procedures according to the Ship's rules and regulations.
- To attend departmental meeting and training when requested.
- To always be clean and properly dressed while on duty. To have at all times short and clean fingernails. To have trimmed and clean haircut for men and moderate coiffure for women and be aware of personal hygiene at all times.
- No visible piercing other than regular female stud earrings to be seen whilst on duty.
- To perform all duties other than above requested by the F&B- and Hotel Manager.
- To assist with loading of provisions and/or luggage as directed.
- To be aware and follow security/fire/safety procedures according to the Ship's rules and regulations.

3. UNIFORM TO BRING ON BOARD

Male

Black Trousers

Black Socks

Black Closed Toe Shoes

Female

Black Skirt

Natural Tights

Black Closed Toe Shoes

