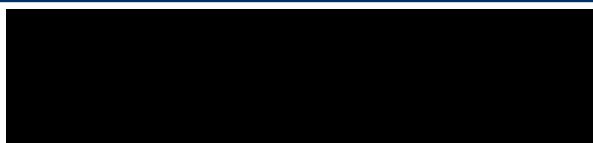


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STEWARD
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Position: Steward
Department: Hotel / Restaurant
Rank: Crew
Immediate superior on board: Maitre D / Head Waiter

1. Responsibility

- (1) Responsible for the work flow in the assigned service area and the related administrative work, in close cooperation with the Maitre D' and the Head Waiter
- (2) Professional wine and beverage service in the assigned service area in strict adherence to the set standards and regulations
- (3) Ensure all operations are carried out with the utmost economy consistent with the agreed quality standards
- (4) Strict adherence to all agreed regulations (USPH/HACCP, ISM/ISO, SQM, TUIC Service standards), especially with regard to security, environment and hygiene regulations in his/her area of responsibility
- (5) Cleaning and sanitizing of workplace and utensils, wearing/using PPE (personal protective equipment).
- (6) Professional storage of all equipment in compliance with the agreed standards
- (7) Notification and handling of all relevant (unusual) events, such as damages, repairs, security violation etc.
- (8) Checking procedures of routine tasks, such as set ups as well as storing of goods and equipment up to standard.
- (9) Preparation of logs and check lists
- (10) Inventories, examination and control of stock movements and orders in the area of responsibility
- (11) Special events assistance
- (12) Flexible service assistance (only in special cases)
- (13) Contact person for the passengers in case of complaints
- (14) Personnel reviews
- (15) Always aim at continuous improvement
- (16) Active implementation of the philosophy behind the product
- (17) Constant improvement of the work flow and standards, including input for manuals and regulations.
- (18) Secure the careful handling of the company's properties
- (19) Knowledge of the assigned security roll number (from the ship's articles) and the assigned duties in case of an emergency.
- (20) During take-over and shipyard times, additional tasks have to be fulfilled if required.

2. Qualification / Job experience

- (1) Qualified training in an hotel or restaurant

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- (2) Many years of job experience as Steward, possibly in the wine/beverages section, if possible onboard a cruise vessel.
- (3) Economical, budget-orientated thinking; ability to understand business targets
- (4) Very good knowledge of products and restaurant operations
- (5) Good command of the German and the English language
- (6) Living up to service
- (7) Good IT knowledge – Rescom / similar cashier system software
- (8) Good educational background

3. Personal requirements

- (1) Minimum age 20
- (2) Authority, flexibility and organising ability
- (3) Integrity
- (4) Very good manners
- (5) Cost and quality awareness
- (6) Good communicator
- (7) Team player
- (8) Ability to work under pressure
- (9) Ability to motivate employees
- (10) Very well groomed appearance

4. Area of responsibility

- (1) Responsible for the work flow in the assigned service area

5. Proxy

Another Steward