

Carnival UK Job Description

Buffet Steward / Junior Waiter (P&O)

The contents of this job description must be used in association with the KSB for this role. The job description summarises the key responsibilities for the role (Technical, Business and People) and the KSB provides the detail for the Knowledge, Skills and Behaviours required to carry out the role competently. This job description gives an overview of the role and as such you will be required to undertake any other duties as requested. You may also need to refer to company regulations which will also form an additional part of your job description.

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| Reporting to: Head Waiter | Department: Restaurant |
| Leadership Responsibility: None | Location: Fleet based across CUK vessels |
| Titles of Direct Reports: None | Budget Responsibility: Awareness of budgets and onboard restaurant costs. |
| Size of Department: up to 250 | Revenue Responsibility: Awareness of revenue generating opportunities within the F&B operation |

Standard Role Summary:

Work within the restaurant team to provide excellent customer service to passengers within all restaurant / food outlets.

Primary Responsibility of the Role:

Keep the restaurant and buffet tables clean and maintain the overall look of the outlet to the expected standards. Clear tables after service and ensure they are cleaned in time for the next passenger service period. Re-stock the required food in buffet areas, ensuring food products do not run low. Make sure all cutlery, cups and glasses are restocked and there is enough available throughout the service. Take dirty dishes and trays to the galley keeping the restaurant / outlet clear of debris.

Take passenger room service food orders over the phone. Set trays with condiments and the correct cutlery / crockery. Deliver and collect room service orders to / from passenger cabins in a timely manner. Process passenger billing correctly for the charge of drinks, using the point of sale. Collect trays from the housekeeping pantries and return to the galley.

Engage with the passengers in a friendly and polite manner, responding to requests appropriately.

Inform the Head Waiter of any items including crockery and silver or fixtures and fittings that need repair / renewal.

Perform duties as requested including embarkation duties, afternoon tea service and outside catering / special events as and when required.

Keep service areas clean and tidy at all times and follow restaurant cleaning schedules. Carry out all work safely, efficiently and in accordance with all current safety and company regulations, including the Public Health Policy and Procedure.

Assist with the meet and greet of the passengers and baggage services on embarkation / disembarkation days.

Key Responsibilities & Duties:

Core Knowledge & Skills

| Experience / Qualifications | Summary of Requirements |
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| | <p>Ability to work safely and efficiently within a fast paced restaurant environment</p> <p>Customer service experience essential</p> <p>Level 2 Award in Food Safety or equivalent desirable</p> <p>Basic computer skills desirable</p> <p>Good command of written and spoken English</p> |
| Certificates | Valid ENG1 medical certificate or equivalent for the duration of each voyage |

HESS (Health, Environment, Safety and Security)

| Knowledge/Skill | Summary of Responsibilities |
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| Health and Safety | <p>Lead by example by taking care of the health and safety of self and others</p> <p>Report all accidents, 'near miss' incidents and work related ill health conditions to manager / supervisor / team leader and to the safety department</p> <p>Follow safety rules and procedures</p> <p>Use work equipment, personal protective equipment, substances, and safety devices correctly</p> <p>Take part in safety training & risk assessments and suggest ways of reducing risks</p> <p>Carry out duties in a safe manner in accordance with corporate policies and procedures</p> |
| Public Health | <p>Fully comply with personal hygiene standards as stated in company and public health policies and procedures</p> <p>Demonstrate at all times excellent hand washing techniques and coughs and sneezes etiquette</p> <p>Follow the company instructions regarding immediate reporting of ill health symptoms (i.e.) diarrhoea, vomiting, fever, and any other symptoms as appropriate</p> |
| Environment | <p>Understand own environmental responsibilities and act accordingly</p> <p>Apply practical measures to reduce water and electricity consumption</p> <p>Apply waste segregation diligently both in work area and when off duty</p> <p>Follow the correct method of disposal of surplus or spent chemicals used</p> <p>Work in a way that avoids environmental incidents and report situations where environmental integrity may be breached</p> <p>Handle materials carefully to minimise spillages during work routines and safely dispose of contaminated material generated during work routine</p> |
| Emergency Duties | <p>Understand own emergency duties and routines onboard ship</p> <p>Take an active part in the ship's team response to an incident</p> <p>Ensure familiar with ship's emergency alarms and routines</p> <p>Ensure familiar in the use of all fire fighting appliances located within area of responsibility</p> <p>Ensure familiar in the use of the ship's life saving appliances and equipment including lifeboats and liferafts</p> <p>Participate fully in all relevant drills and training</p> <p>Know how to raise the alarm when necessary</p> <p>Able to identify escape routes and emergency exits</p> <p>Understand the function and operation of fire screen / splash tight and watertight doors</p> <p>In the event of an incident or emergency assist with public area clearance as directed Ensure area is clear and all cooking equipment is secure and isolated</p> <p>As a Stairway Guide carry out crowd control of stairways ensuring the safe movement of passengers, directing them to the relevant muster station</p> <p>Once all passengers are mustered become part of a muster station</p> <p>Guide, direct and lead passengers to the lifeboat and disembark with them in the event of the need to abandon ship</p> <p>Undertake other emergency duties / routines within the ERP as directed</p> <p>Undertake any other emergency duties required that are specific to vessel</p> <p>Follow all emergency procedures as directed</p> |
| Safeguarding | <p>Aware of CUK safeguarding children policies and procedures</p> <p>Report any concerns of a safeguarding nature to the Designated Safeguarding Person (DSP)</p> |
| Security | <p>Understand the security levels as defined by ISPS and own responsibilities</p> <p>Follow the correct security procedures when embarking and disembarking from the ship</p> <p>Report suspicious activities, packages and / or security incidents following the correct procedure</p> |

Technical

| Knowledge/Skill | Summary of Responsibilities |
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| Quality Standards | Follow the correct quality standards relating to the restaurant department |

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| Food Hygiene | Follow the correct policies and procedures regarding food hygiene at all times Keep all food preparation equipment and spaces clean and sanitised at all times in accordance with company policy |
| Waiting | Attend to the table with a professional manner and interact politely and professionally with passengers Serve dishes at the table following the correct serving standards as required for the particular restaurant / outlet Clear tables promptly and safely when carrying multiple dishes Work efficiently throughout the service, communicating with the Galley and Restaurant staff appropriately Take room service orders accurately, which can be read and understood Deliver room service orders promptly, to the correct cabins Plan ahead to ensure the correct condiments are available for the days menu |
| Selling | Maximise upselling opportunities when dealing with room service requests |

CUK Behaviours (Refer to the skills profile for detailed CUK Behaviours)

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| Self-Awareness | When undertaking role thinks about how they communicate and behave and is a role model for others |
| Thinking Ahead | When undertaking role thinks about more than just the task in hand, proactively works to anticipate the needs of the passenger and restaurant area and plans ahead |
| Being Part of a Team | Works well with others to ensure an efficient and effective service is provided |
| Open and Honest Communication | Communicates effectively with passengers, crew and officers ensuring a positive working environment |
| Customer Centred | Understands how their role has a direct impact on the passenger experience and works hard to provide excellent customer service Deals with feedback positively and strives to deliver a consistently high service |
| Acting Safely | Takes responsibility for health and safety of self and others and always considers safety in their everyday tasks and activities |

Person Specification

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| | Able to balance plates and trays and deliver these without incident to the tables |
| | Passionate about delivering exceptional service to customers and continually looks to improve service |
| | Self motivated and takes pride in work, strives to deliver a good service |
| | Attentive to the restaurants needs, works to provide an anticipative service |
| | Friendly and polite to passengers, able to engage in positive communications |
| | Works effectively as part of a team to deliver an efficient service, showing trust, respect and fairness in their treatment of colleagues |
| | Organised, structured and focused on the detail in their approach to work |
| | High attention to detail, ensures the passengers are well catered for and the service runs smoothly |
| | High degree of accuracy, takes orders correctly and clearly |
| | Keeps up to date on the food and beverage served in all areas of the ship and helps passenger to choose appropriately |
| | Displays good memory skills and is able to remember details |
| | Calm under pressure, taking a logical approach to problem solving and involving and communicating to relevant stakeholders throughout |
| | Adaptable and flexible in the face of change or unanticipated events |
| | Loyal to the Carnival UK brand and compliant with company policies and procedures |

| Version no for Job Description | Issued By | Date of Issue |
|---------------------------------------|------------------|----------------------|
| 1.1 | Ian Strangeway | 01 January 2015 |