

**DEFENCE & GOVERNMENT SERVICES**

Job Description:
Steward

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| Function: | Defence & Government Services |
| Generic job:  | Steward  |
| Position:  | Steward  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | FOH Supervisor |
| Additional reporting line to: | Mess Manager |
| Position location: | Colchester PFI |
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| 1. Purpose of the job  |
| * To provide effective delivery of catering services to the client organisation during the day and in the evening including evening functions
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| 2. Dimensions  |
| N/A |  |

Draft. Version: 27-03-2014

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| 3. Organisation chart  |
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| **4. Context**  |
| * Comply with all Sodexo company policies/procedures
* Comply with all legislative requirements
* Adhere to any local client site rules and regulations
* Role model safe behaviour
* Unsociable hours in line with business requirements maybe required
* Flexibility on work schedule and location maybe required
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| 5. Main assignments  |
| * To continue to develop one’s own skills and knowledge within the position, including any required training courses
* To maintain excellent client/customer relationships
* To attend team briefs, huddles and meetings as required
* To attend your performance development review to discuss job standards and agree development activities
* To maintain a clean and tidy work area at all times
* To maintain high levels of personal hygiene and wear the appropriate uniform and PPE as required
* To care for all available resources including equipment, materials and supplies as directed
* To report any near miss occurrences, accidents or faulty equipment to management
* To ensure effective communication with line manager, team, customer and client organisation
* To maintain all areas of responsibility to the set service standards and in line with applicable service offer
* Ensure that all health and safety, food safety, bar procedures, function procedures, COSHH/cleaning procedures and safe systems of work are followed
* Service of food and beverages and minor food preparation tasks
* Cash handling and till operation
* Ensure that all products are replenished throughout the duration of service, assist with the receipt of deliveries and movement of stock. Report any products that are running low to your supervisor/line manager.
* Assist with function preparation as directed by the supervisor/mess manager i.e. silver cleaning, dining room layout, napkins etc.
* Take part in the delivery of functions in and around the mess providing the service of both food and beverages. This includes the operation of both permanent and temporary bars
* To ensure adherence to the liquor licencing laws
* Provide a professional service of all alcoholic and associated beverages and products on both fixed and temporary bars ensuring accurate measures are poured. This includes carrying out cellar duties which includes the changing of barrels, line cleaning and stocking up
* Ensure that company cash and security procedures are followed. Ensure that the necessary paperwork required for your shift is completed accurately and in a timely manner. This includes all opening and closing stock checks, processing of chits and immediate reporting of any cash/stock discrepancies to your line manager.
* Clearing cutlery, crockery and associated items from food service areas. Clearing glasses and associated items from bar and anteroom areas.
* Regular cleaning duties in and around food and beverage service areas of the mess with the inclusion of all anterooms. This includes vacuuming, polishing, dusting and general cleaning tasks
* Follow the cleaning roster to ensure all furnishings and fittings are kept up to standard with adherence to COSHH guidelines and safe methods of work at all times
* You will role model the company values and ensure they are reinforced at every opportunity.
* Ensure a high standard of personal hygiene and appearance conducive with working in a front of house environment. Conduct must remain professional at all times.
* You must seek to understand the client’s business environment and drivers, developing and maintaining strong professional relationships and establishing a professional network of client contacts.
* Effectively manage continuous improvements, taking corrective action where necessary and informing line manager of performance issues
* To carry out any other reasonable tasks and/or instructions as directed by management
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| 6. Accountabilities  |
| * n/a
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| 7. Person specification  |
| Essential:* Excellent numerical, verbal and written communication skills

Desirable:* Experience of working within military environment
* Experience of working in a similar role within the service industry at a comparable level in a company
* Knowledge of Health and Safety and food safety
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| 8. Competencies  |
| N/A – this section is for management job descriptions only |

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| 9. Management approval |
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| Version | 1 | Date | 06 February 2017 |
| Document owner | N Millward |

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