

JOB DESCRIPTION

Job Title: Kitchen Steward Supervisor
Department: Food and Beverage
Reports to: Executive Chef/ Assistant Chief Steward
Position Supervised: Kitchen Steward

Job Scope

Under the general guidance and direction of the Executive Chef or his/her delegate and within the limits of the Hotel's Policies and Procedures, the kitchen steward supervisor is responsible for controlling cutlery and crockery. He/she is also responsible for guiding the kitchen stewards on the function and activities of the steward section in the absence of the Chief Steward or his/her delegate.

Key Relationships

Colleagues and Guests.

Key Job Responsibilities:

- 1) Supervises and co-ordinates the day to day functions of the steward section ensuring that kitchen stewards have relevant equipment for their duties
- 2) Controls all stocks and keep necessary stocks available in the appropriate way.
- 3) Ensures that all service equipment to various outlets are ready for service in accordance with the hotel standards.
- 4) Inspects kitchen and back of the house daily for sanitation and malfunction of equipment.
- 5) Directs staff (in the absence of the Executive Chef/Asst. Chief Steward) in procedures on cleaning and maintaining the kitchen and back of the house in neat and orderly condition.
- 6) Ensures that any irregularities are reported to the Executive Chef/Assistant Chief Steward
- 7) Ensures that for all assigned areas following records are kept up to date:
 - Duty Roster.
 - Vacation Plan.
 - Sick-list report.

- Training Plan.
 - Training Records.
 - Individual Employee Training record file.
- 8) Assists in implementing and controlling the control mechanism by:
- Using all Hotel Standards in F&B control.
 - Observing and spot checking cleanliness within the kitchen.
 - Controlling cutlery and crockery to ensure that each outlet has sufficient quantities and the right types readily available.
- 9) Ensures that the monthly one to one meeting with the Restaurant Manager is kept and that all documentation is up to date.
- 10) Performs other duties as assigned.

Self-Management

Ensure Compliance to the following:

- Hotel rules and regulations
- Grooming and uniform standards.
- Timekeeping and attendance policies.

Customer Service

Demonstrate service attributes in accordance with industry expectations and company standards to include:

- Being attentive to guests
- Accurately and promptly fulfilling guest requests
- Understand and anticipate guest needs
- Maintain a high level of knowledge which will enhance the guest experience
- Demonstrate a service attitude that exceeds expectations
- Take appropriate action to resolve guest complaints
- Be able to promote the hotel's products and services.

- Maintain a high level of product and service knowledge about all F&B activities.

Health Safety & Security

- Demonstrates an understanding and an awareness of all policies and procedures relating to Health, Hygiene and Fire Life Safety at the hotel
- Good Knowledge of emergency and evacuation procedures at the hotel
- Ensures all security incidents, accidents and near misses are always logged in timely manner and brought to the attention of the Food and Beverage Manager as per the Safety procedures of the Hotel.

Background, Skills and Experience

- A Bachelor's Degree or its equivalent.
- Minimum of 4 years' experience in a similar position in a Five Star Hotel.
- Good Communication and Interpersonal Skills
- Ability to work under pressure and deliver on tight deadlines
- Good Planning and Organizing Skills
- Ability to motivate others and delegate
- Ability to work effectively and efficiently in Teams

Declaration:

I..... have read and understood the responsibilities required of me in my duties as an employee of Lagos Continental Hotel and promise to observe and perform my duties diligently while in employment of the hotel.

Employee signature.....

Date.....