

## JOB DESCRIPTION

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

### **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 is responsible for ensuring and maintaining the cleanliness of all equipments, operating tools and area of operation. He/she ensures that all operating tools such as cutlery, crockery and glassware provided to the outlets for service are properly clean and that all areas assigned are maintained in a neat and orderly condition.

### **Key Relationships**

Colleagues and Guests.

### **Key Job Responsibilities:**

- 1) Responsible for ensuring that cutlery and crockery is readily available within acceptable hotel standards.
- 2) Responsible for ensuring cleanliness in the kitchen and back of the house and other assigned areas at all times.
- 3) Prepares cutlery and crockery for all outlets ready for service in accordance with hotel standards.
- 4) Ensures that all service equipment to various outlets are ready for service in accordance with the hotel standards.
- 5) Ensures that kitchen and back of the house is clean for sanitation and report any malfunctioning of equipment.
- 6) Follows the laid down procedure on cleaning and maintaining the kitchen and back of the house in neat and orderly condition.
- 7) Assists in implementing and controlling of control mechanism by:
  - Reporting all losses and breakages to the Executive Chef/Assistant Chief Steward.

- Ensuring that any irregularities are reported to the Executive Chef/Assistant Chief Steward.

8) 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 Steward Supervisor as per the Safety procedures of the Hotel.

**Background, Skills and Experience**

- Minimum of O Level Education or its equivalent in Hospitality Management or Related Course
- Minimum of 2 years' experience in a similar position in a Five Star Hotel.
- Good Communication and Interpersonal Skills
- Ability to work under pressure and work without Supervision
- Good Understanding of Guest Expectation and Service Delivery
- 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.....