

HOTEL OPERATIONS

FB.07.02.11

Job Description

**Effective:
07/19/2005**

POSITION TITLE

Restaurant Steward

POSITION GRADE

C2

MANAGER'S TITLE

Assistant Maitre D'

DEPARTMENT

Food and Beverage

POSITION SUMMARY

Responsible for service in the buffet areas and for all support functions in the restaurants up to and including assisting a Waiter or a Senior Waiter in the service of an assigned work station in a restaurant.

In order to consistently exceed guest expectations and provide the highest levels of product and services, additional duties and responsibilities may be assigned as needed.

NCL'S PHILOSOPHY OF *S.T.Y.L.E.* – Service Teamwork and Yes Lead to Excellence

In accordance with Norwegian Cruise Line philosophy, all team members work together sharing in a common goal of a successful, profitable and innovative company. Team members are to demonstrate integrity, fairness and honesty. These are our core values that we will live by in our daily interaction with all of our external and internal customers.

All team members are to demonstrate and role model all the principles of *S.T.Y.L.E.*

PRINCIPLES OF STYLE

Service, Value, Innovation, Shareholder Value, Health/Safety/Environment, Community Involvement

MOTTO

We are selling vacations and delivering dreams

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ESSENTIAL FUNCTIONS

- Responsible for assisting in achieving the departmental guest satisfaction targets and the food and beverage revenues determined by the Company for the restaurant organization.
- Follows at all times company service standards and sequences of service for breakfast, lunch, dinner and buffets.
- Complies with all company policies, rules and regulations.
- Resolves in a satisfactory and proactive manner all service and product deficiencies in his/her station and reports any incidents or challenges to the Senior Waiter or Waiter or to an Assistant Maitre D'.
- Performs the functions of escorting guests and/or resetting tables when required by work schedules.
- Checks with every guest, during each meal period, to ascertain satisfaction with service and food.
- Follows and is compliant with all Public Health rules and regulations.
- Follows instructions from the Senior Waiter, Waiter or Assistant Maitre D' in order to ensure timeliness of service to guests.
- Ensures that his/her workstation is properly set-up for each meal period and that the mise-en-place is appropriate for the expected level of business.
- Ensures that his/her workstation is properly cleaned and re-set at the end of each meal period.
- Follows schedules, work assignments and executes the side jobs that are determined by management and or Senior Waiter or Waiter.
- Must be familiar with the Safety and Environmental Protection Policy and the SEMS, and carry out the policies and procedures appropriate for his/her position.

DIMENSIONS

- Must be able to manage and service a workstation in a restaurant that is comprised of 18 to 24 seats.
- Must be able to carry up to 12 covers in a waiter tray or 16 glasses in the same fashion.
- Must be able to assist in the service of breakfast, lunch and dinner within the time frames established by the Company for each meal period and for the different amounts of guests seated at a table.

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NATURE AND SCOPE

- Takes ownership and sees to completion the side duties assigned by management and or Senior Waiter/Waiter.
- Assists in achieving the budgets that are determined for the restaurant operation by protecting and safeguarding all equipment and materials necessary for the daily operation, including avoiding breakage by following the proper handling procedures.
- Attends the regular departmental meeting and the training sessions as scheduled.
- Assists to ensure that special requests, dietary requirements, anniversaries and birthdays are observed and followed through in his/her station according to company policies.
- Recommends the specialty restaurants and other revenue generating areas to the guests.
- Follows company guidelines regarding grooming, uniforms and personal hygiene.

QUALIFICATIONS, EDUCATION AND ATTRIBUTES

QUALIFICATIONS

- Minimum of 6 months to one year working experience in a three meal period environment in hotels or restaurants.
- Track record in achieving positive guest comments.
- Knowledge of food and beverage products and terminology.

EDUCATION

- Secondary Education degree or equivalent is mandatory.
- Courses and or training in safety, environmental, public health and sanitation regulations and procedures are required.

ATTRIBUTES

- Proactive, Team Player, Problem Solver
- Passionate about hospitality and customer service driven
- Must have a professional appearance and good hygiene
- Respect for all co-workers and guests
- Pride in your work by creating positive energy, excitement and fun
- Able to work 7 days a week
- Demonstrate positive behaviors; smiling, being polite and courteous
- Able to develop a camaraderie with team members
- Ability to live in close quarters, share limited space with other cabin-mates

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PHYSICAL REQUIREMENTS

- While performing the essential functions of this job, all team members are required to stand; walk long distances on the ship; use hands to touch, handle or feel; reach with hands and arms; talk or hear and taste or smell. All vessel positions require repetitive motion of bending, climbing, going up and down stairs and lifting more than 25 pounds. This job requires specific vision abilities to include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- All team members must be physically able to participate in emergency life saving procedures and drills. All vessel positions require full use and range of arms and legs as well as full visual, verbal and hearing abilities to receive and give instructions in the event of an emergency including the lowering of lifeboats.
- Work within different temperature changes—indoors to outdoors.
- Able to pass basic safety course.
- This is a minimal description of duties. Other work requirements may be necessary and assigned as business or maritime law dictates.

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