

CREW MESS JOB DESCRIPTION

POSITION SUMMARY:

In charge of the service and cleanliness of the assigned Mess, ensuring satisfaction of all employees, crewmates, officers and guests eating there while maintaining the mess standard.

This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Employees may be required to perform any other job-related duties assigned by their supervisor or management. All duties and responsibilities are to be performed in accordance with the Company's Safety, Quality and Environmental standards.

RESPONSIBILITIES:

- To perform all duties and responsibilities in accordance with the company's Pillars of Safety, Service and Style, international standard quality management and environmental regulations.
- Ensure that Crew and Staff mess are set up correctly, and open as scheduled.
- Ensure that all food items are covered, labeled and displayed/refilled.
- Has a thorough understanding of Time and Attendance procedures, shipboard training.
- Is familiar with the contracts and work schedule hours/week and supporting documentation.
- Is aware of, and/or acquires the necessary knowledge to comply with the ship's standard operation, in order to assist guests and crewmembers with inquiries.
- Attends meetings, training activities, courses and all other work-related activities as required.
- Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

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- Sets up the lines for breakfast, lunch, dinner, afternoon tea and midnight snacks when and where applicable.
- Provides service in the assigned Mess, refilling the lines and ensuring that food and utensils are properly backed up.
- Maintains cleanliness of all equipment including machinery in the assigned mess as per the ship's Public Health and Sanitation plans. Assist with the cleaning of the messes and report any concerns to the supervisor.
- Perform vacuuming and cleaning of the mess areas.
- Sets up tables where necessary in the assigned mess and takes care of all linen pertaining to that mess, coordinating pick up and drop off with the ships Laundry.
- Promotes, sells and serves drinks as per the officer bar list. Controls also the stock, submits requisitions, participates and carries out in inventories of this stock.
- Responsible to accurately fill out requisitions of all consumables for the assigned Mess and submits them for approval to the Chief Crew Steward.
- Picks up requisition from stores and stores them adequately and securely.
- Responsible to fill out his own timecard correctly taking in consideration breaks taken throughout the working day.
- Responsible also to hand his timecard into the supervisor at stipulated times for approval signature.
- Participates and prepares the Messes for inspection and is fully responsible for the outcome of these inspections.
- Is fully observant and knowledgeable on Health and Hygiene regulations.

REQUIREMENTS:

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- Minimum 1-year experience working in a Restaurant as a Waiter or Assistant Waiter in an upscale hotel, resort, cruise ship or convention banqueting service (shipboard experience preferred).
- Certificates of completion of training programs in the Food and Beverage area including sanitation.
- Ability to effectively deal with internal and external guests, some of whom will require high levels of discretion, patience, tact and diplomacy.
- Knowledge of principles for providing exemplary customer service including problem resolution and achievement of quality service standards. Sanitation and Environmental knowledge.
- Must enjoy working with the public in a busy, active and sometimes noisy environment. Must be able to work under stress in a fast paced environment.
- Be able to work with international team members and adequately follow orders.

LANGUAGE REQUIREMENTS:

- Excellent ability to speak English clearly, distinctly and cordially.
- Excellent ability to understand, read and write English in order to interpret written procedures, policies and manuals. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.

PHYSICAL REQUIREMENTS:

- While performing the duties of this job, the shipboard employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

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- Extensive travel from ship to ship with varying accommodations and resting opportunities require good health. Active management of health through diet and exercise is a key for prolonged success in the position.
- All shipboard employees must be physically able to participate in emergency lifesaving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats.
- The employee must have the ability to lift and/or move up to 50 pounds.

LEADS WITH PASSION, DRIVE AND ENERGY

- Promotes team unity at all levels within the Team and collaborates well with shipboard and shore side management.
- This position is responsible only for self-motivation and the crew mess should always go out of their way to be a team player.
- Shows motivation to learn and grow in the department.

ACTS WITH INTEGRITY

- Creates a climate of trust, mutual respect, and a professional image. Is highly organized.
- Able to work closely as member of a large team and has self-discipline throughout their time on board.
- Maintains guests' and employee confidence and protects the organization's reputation by keeping guest and company information confidential.
- Works closely and cooperates with superiors, colleagues in order to achieve the highest possible passenger satisfaction from the products served.

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- Enhances department and company reputation by accepting ownership and accomplishing a diversity of requests while exploring opportunities to add value to job accomplishments.
- Projects a favorable image of the company, promotes its aim and objectives, and fosters and enhances public recognition and acceptance of all its areas and endeavors.

BENEFITS:

- Contract with an average length of 6 - 8 months.
- Free food & shared accommodation (2 people per cabin).
- Crew areas activities on board (gym, crew bar, shore excursions, social activities, crew events, etc.)
- Joining tickets: are not covered for new crew members.
- Repatriation tickets: are provided by the company.
- Visa expenses reimbursed on board.
- Medical exam can be reimbursed depending of the company.
- Earn recognition and career advancement opportunities.

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RECRUITMENT

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