

MY ROLE

Position Title:	Steward
Worksite:	Spirit of Tasmania I & II
Department:	Retail & Hospitality
Role reports to:	Supervisor
Authorised by:	General Manager Retail & Hospitality
Date Prepared:	149/09/12
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Spirit of Tasmania is one of Australia's most iconic tourism operators. Departing from Spirit of Tasmania (Corio) Quay in Geelong and Devonport, the ships offer passengers a unique sailing experience combined with the convenience of bringing their own vehicles. With fresh, modern interiors and accommodation to suit all budgets, Spirit of Tasmania is a trip to remember.

1. General Position Overview

Stewards provide a safe friendly environment for our passengers, while delivering a high level of customer service. Stewards are multi-skilled across all areas of retail, hospitality and housekeeping in various bars, restaurants and accommodation on board.

2. Role Environment

This role reports to a designated Supervisor, Duty Manager and Assistant Manager Hotel services. This role is primarily a seagoing ship board role that may contain in port cleaning duties. This role does not have direct reports.

3. Key Responsibilities

- Provide customers with a 'Trip to remember' including the ability to provide relevant information regarding shipboard facilities and Tasmania as a destination
- Deliver exceptional food and beverage services
- Maintain product knowledge
- Maintain and enforce Responsible Service of Alcohol policies
- Operate cash registers and process payments (Point of Sale Systems)
- Maintain an exceptional standard of guest services and ensure comfort and safety at all times
- Conduct regular general cleaning operations in public areas, cabins and work stations
- Maintain all cleaning record schedules as required by HACCP and OHS

4. Key Accountabilities

- Provide excellent customer service
- Adhere to Responsible Service of Alcohol practices
- Communicate clearly and effectively with crew, peers, guests and management
- Maintain excellent presentation at all times
- Work effectively and positively contribute within the team environment
- Adhere to Occupational Health & Safety guidelines, processes and policies
- Maintain safe work practices within the scope of their responsibilities

5. Qualifications

Essential:

- Evidence of Australian work rights (VEVO)
- A valid RSA Certificate (Responsible Service of Alcohol)

Desirable:

- Qualifications in Retail & Hospitality
- Sea Safety Certificate (AMSA), or the ability to obtain
- MSIC (Maritime Security Identification Card), or the ability to obtain
- Qualifications in Safe Food Handling, or the ability to obtain

6. Experience

Desirable:

- Customer service experience
- Food and beverage experience
- Housekeeping (cleaning) experience
- Understanding of HACCP procedures and Food Health & Safety Regulations
- Flexibility and experience working casually including split/night shifts
- Formal qualifications in hospitality or retail operations

7. Competencies

Essential:

- Ability to work independently and also within a team
- Ability to work with minimal supervision
- Effective organisational skills, time management & strong eye for detail

8 Attributes

Essential:

- Commitment to providing outstanding customer service
- A positive attitude with a strong work ethic

- Physically fit and able to undertake manual tasks
- Well presented - High standard of personal presentation