

Utility Steward Role Description

Dept/Company:	F & B	Date:	November 2009
	Hilton Stockton		
Reports To:	Executive Chef		
Purpose:	To clean and store all dishes and maintain a clean, sanitary kitchen		
Constituents (or Customers):	<ul style="list-style-type: none"><input type="checkbox"/> Hotel Food & Beverage management and staff<input type="checkbox"/> Steward Department staff<input type="checkbox"/> Guests		
Indicators of Success:	<ul style="list-style-type: none"><input type="checkbox"/> Sufficient supplies of clean dishware, glassware and pots and pans for food and beverage service<input type="checkbox"/> Cleanliness of kitchen and cafeteria areas at or above company standards		
Areas of Responsibility:	<p>Creates 100% guest satisfaction by providing genuine hospitality and by exceeding guest expectations.</p> <ul style="list-style-type: none">◆ Gives personal attention, takes personal responsibility and uses teamwork when providing guest service◆ Listens, apologizes with empathy, finds a solution and follows through when resolving guest problems◆ Performs other duties as required to provide genuine hospitality <p>Maintains supply of clean dishes, glassware, silver, et cetera, for all outlets listed.</p> <ul style="list-style-type: none">◆ Dish machine cleans dishes, silverware, and glassware by operating dish machine◆ Places bus pans in cook's line; cleans dirty dishes as needed◆ Keeps cook line well stocked with china/hot plates◆ Keeps glassware organized at all times, storing dishware in the proper location◆ Polishes all silver when needed◆ Empties all dirty dishware in the employee cafeteria, washes and returns to the proper location◆ Assists in the breakdown of banquet functions; washes dishes of functions <p>Maintains a clean kitchen environment by assisting kitchen personnel in following standard cleaning practices</p> <ul style="list-style-type: none">◆ Sweeps and mops the entire kitchen and dish room◆ Washes all clearing counters and shelves◆ Washes mats with bleach after each use◆ Assists kitchen personnel with set-up and breakdown of cafeteria◆ Monitors trash levels in all cans and removes when needed		
Success Factors:	Focus On the Customer... Seek to understand the guest, internal and external customer and meet and exceed the needs of both the customer and the company.		

Attend to Detail... Ensure that work is accurate, thorough and to the highest standards.

Take Responsibility... Demonstrate personal ownership of tasks and follow through to get the required results.

Foster Teamwork... Work well in a team environment and motivate teams to sustain exceptional levels of performance.

Communicate Effectively... Clarify and provide information so that coworkers, customers, and suppliers understand and can take action.

Key Skills and Requirements:

Technical Service Skills... Demonstrate understanding of the technical service skills for assigned area (i.e. food & beverage service, housekeeping, etc.)

Physical Demands: **Walking and Standing...** Required throughout the day

Continuously reach, bend, lift, carry, stoop, and type... Required throughout the entire shift. May lift and carry up to 50 lbs.

Hazards... Include, but are not limited to cuts, slips, trips, falls and burns

Associate Printed Name

Date

Associate Signature