

POSITION DESCRIPTION

JOB TITLE: Lead Steward (Full-Time)

DEPARTMENT: Food and Beverage

REPORTS TO: Executive Steward

ESSENTIAL PURPOSE: To provide support to the Banquet Department and Banquet Servers and to be responsible for arranging, stocking and maintaining work stations in a safe and appropriate manner.

ESSENTIAL DUTIES:

- To transport all food items to the function area.
- To maintain cleanliness of break-down station.
- To assist in the warewashing, stocking and cleaning duties of the Stewarding Department.
- To set-up Splashes with all necessary equipment (china, glassware, silverware, serving utensils) and breakdown station.
- To maintain cleanliness of work area by observing cleaning practices including, but not limited to, mopping, wiping work surfaces, and deep cleaning of kitchen equipment.
- To interact in a courteous and professional manner with guests and hotel staff with whom employee comes into contact.
- To interact with Splashes leadership to ensure timely expedition of food.
- To ensure security of all silverware in specified condition.
- To operate equipment safely (for example, do not push pull cart).
- To respond in a courteous, professional and prompt manner in order to resolve all guest and staff difficulties in conjunction with Service Absolutes.
- To work and complete assignments on time despite frequent interruptions.

- To monitor, supervise and distribute work assignments and to exercise appropriate judgment on disciplinary issues. To initiate disciplinary action, as needed, and to inform the Executive Steward or his/her Assistant on all personnel issues.
- To assist in the retrieval of all equipment used to service the function (china, glassware, silverware and carts).
- To assist in the transportation of dirty equipment to the dishroom area.
- To interpret business levels for the purpose of supplying equipment and delivery of equipment in a timely fashion.
- To monitor outlets continually for cleanliness and presence of equipment and supplies.
- To ensure equipment cleanliness and store in designated area and to requisition china, glass and silver as needed.
- To be cautious when handling cooking equipment or items directly from the oven due to extreme temperatures.
- To monitor all sanitation codes and regulations regarding activities including, but not limited to cleanliness and pest control.
- To handle, store, and label all hazardous substances according to State and Federal regulations; to distribute chemicals to F&B outlets and record usage.
- To train staff in handling procedures and chemical usage.
- To attend to food service lines and dish-up service, including maintaining an adequate supply of clean dishes and utensils; refilling cooking stations; providing constant supply of hot dishes and platters.
- To dispose of broken glass and sharp objects, etc., in appropriate containers.
- To satisfactorily perform all other duties as directed by supervisor.
- To follow all policies and procedures of JC Resorts LLC.
- To immediately report all suspicious occurrences and hazardous conditions.
- To maintain the cleanliness and safety of work areas at all times.

- To practice safe work habits at all times, to avoid injury to self and others, including the safe operation of all power-driven machinery.
- To conduct and document daily safety training.
- To comply with company and departmental safety rules and regulations, including the proper handling of all relevant equipment and machinery.
- To handle, store, and label all hazardous substances according to state and federal regulations and to train staff in handling procedures and chemical usage. To enforce all safety policies.
- To attend all mandatory meetings as directed.
- To perform other tasks, including cross-training, as directed.

JOB KNOWLEDGE & EDUCATIONAL LEVEL: A minimum of two years experience in back-of-house in first class hotel or food service establishment. Able to communicate effectively.

SKILLS AND APTITUDES: Detail oriented. Organized and efficient. Learns quickly. Safety-minded. High quality standards for production and service. Courteous and friendly manner. Good team player. Customer service focus. Able to work productively with little supervision. Trustworthy and reliable.

WORKING CONDITIONS: Works indoors or outdoors throughout shift in clean, well lighted heart of the house. Kitchen may be moist, warm, and odorous from cooking foods. Kitchen floors are uneven, and may be slippery from moisture and grease. Works on concrete, tile, and carpeted surfaces. Performs work over extensive area of facility. Possible exposure to blood-borne pathogens.

PHYSICAL DEMANDS: Stands and walks short distances throughout shift. Constantly required to handle and move objects weighing up to 40 lbs. over moderate distances. Frequently required to handle and move objects weighing 200 lbs. to 400 lbs. over short to long distances, using appropriate hand trucks and carts. Bends, stoops, reaches, pushes, pulls, kneels, and lifts to perform routine job tasks. Flexibility and good reflexes required to operate electric carts. Must be able to work under pressure.

IMPACT OF DECISION: Decisions directly impact the hotel's ability to provide guests with attractive, clean, and hygienic public areas. Poor decisions may result in guest dissatisfaction and loss of revenues, due to inefficient or improper work, unsafe work practices, or improperly handled customer service situations.

GENERAL: Must comply with the Company's Appearance and Dress Code policy as set forth in the Employee Handbook.

JOB CLASSIFICATION: The position is classified as Full-Time and, upon completion of the Introductory Period, the employee is eligible for the Employee Benefits outlined in the Employee Handbook. Notwithstanding the foregoing, the Company reserves the right to amend, change or discontinue the policies, practices and benefits described in the handbook at any time and without notice.

NON-EXEMPT POSITION: Non-exempt employees are subject to the wage and hour laws and entitled to overtime pay. All overtime work by a non-exempt employee must be approved in advance by the employee's supervisor or the General Manager and the time initialed by him/her on the time card. Non-exempt employees who work overtime without prior approval are subject to disciplinary action, including termination.

AT-WILL EMPLOYMENT: The relationship between JC Resorts LLC and the employee is for an unspecified term and is considered "at will." This means that the terms and conditions of employment may be changed, with or without cause and with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties and location of work. No one other than the President of the Company has the authority to make any verbal or written agreement contrary to this provision and any such agreement must be put in writing and signed by the President before it is effective.

JC Resorts LLC reserves the right to modify and update this Position Description as needed.

I have read and understand the above-referenced job requirements and have the ability to perform all of the essential duties listed herein. I agree to comply with the Company's performance standards and understand that I will need to be flexible in order to accommodate the changing needs of the hotel operation.

I further agree to comply with the rules and regulations set forth in the Employee Handbook and agree to abide with any departmental policies.

I acknowledge receipt of a copy of this job description.

Employee's name (please print)
Date: _____

Employee signature