

POSITION DESCRIPTION



Position title : **Hostess**

Date Reviewed : 2nd December 2021

Pay rate & Conditions : The pay rate and employment conditions applicable to this position are covered under the Marine Tourism and Charter Vessels 2010.

Background

Eco Abrolhos is a seasonal tourism operation operating from Geraldton to the Abrolhos Islands on 5 day Eco Cruises then up to Broome and the Kimberley's doing 14 day Kimberley expeditions.

Of prime importance to the company is the standard of service delivered to our guests while they are residing within the vessel.

This Position Description has been established to outline the tasks associated with the role of Hostess during our 5 day cruises to the Abrolhos Islands and the 14 day Kimberley cruises.

Hours of Work

The scheduled and expected hours of work are from between 06.30 – 21.30 with regular breaks throughout this time.

Reporting Relationships

Reports to: Master, First Mate and Purser

Primary role

Act as Hostess relating to all guests whilst maintaining the cleanliness and presentation of all parts of the assigned vessel.

Duties & Responsibilities

1. Undertake duties as Bar Attendant as may be required including replenishing stocks in area, serving and recording / receiving payments for all purchases including merchandise. Follow the rotating roster for early and late starts & finishes written up by the Purser.
2. Greet all passengers on upon boarding and show them to their cabins and ensure regular interaction with all guests throughout the tour.
3. Responsible for advising Chef when stocks of all items used in completing all duties are getting low and assisting in reordering as appropriate. This includes cleaning

- products, serviettes, toilet paper, tissues, soaps, shampoos, conditioners, coffee, tea, cereals and all breakfast items.
4. Assisting in the Galley/Dining areas as may be required under the vessel procedures with emphasis on guest contact and service.
 5. Ensures each occupied cabin is serviced as required and is presentable on guests arrival
 6. Responsible for servicing each cabin as per the cleaning schedule.
 7. Undertake laundering of linen (from galley) & dining room table cloths as well as individual guest laundry as required.
 8. On a daily basis empty all rubbish bins in dining, galley & bar area.
 9. Monitor status and clean common & general areas as may be applicable to the vessel. Specifically, responsible for the vacuuming, dusting and general tidiness of the vessel's lounge & dining areas.
 10. Monitor condition of and clean as required the bar area plus both male & female public toilet facilities which must be cleaned daily. Replenish consumable supplies as necessary.
 11. Assist in washing, drying and storing of dishes in galley as and when required.
 12. Liaison with the Chef and ensure all cutlery, dishes, condiments, serving utensils are ready for use prior to meal service. Also monitor and restock napkins on tables.
 13. Once weather permits ensure the top deck has been set up and is cleaned daily for use by the passengers.
 14. Ensure appropriate uniforms are worn, ensure they are clean and tidy. Day time uniform is black shorts and green crew shirt. Night time uniform is black knee length skirt or black pants with enclosed shoes. It is essential to be wearing shoes on all excursions.
 15. A hostess is required to assist all passengers whilst on excursions.
 16. Follow and adhere to the COVID plan in place. Conducting COVID cleaning and sterilisation.

Qualifications Required

- Current Senior First Aide Certification
- Responsible Serving of Alcohol Certification
- Hygiene Certification & Safe Food Handling Certification

- Valid current Western Australian Driving Licence, Class 'C'.
- Current Police Clearance
- Covid -19 Hygiene Certificate

Skills, Knowledge, Abilities & Attitude Required / Selection Criteria

1. High attention to detail and visual presentation of surrounds.
2. A demonstrable ability to work without continual close supervision, as it may apply to the work environment.
3. Previous experience in the hospitality trade in a similar environment and a demonstrable interest developing further skills in this area.
4. Pleasant outgoing personality and ability to relate to guests and staff in an appropriate manner that ensures respect for the significance of the position and effective communication is maintained.
5. Able to work in a team environment.
6. A minimum of intermediate computer skills.
7. Familiarisation of office administration processes and procedures.

I acknowledge that I have read the above Hostess Position description agree to abide by this;

Employee's Signature: _____

Printed Name: _____

Date: _____ / _____ / _____