



TOBAGO HOSPITALITY AND TOURISM INSTITUTE

Job Title: Steward (Academic Services)

Revised: July 23rd 2025

Position Number: 416

Department: Academic Services

Reports to: Dean-Academic Services

Approved by: Board of Directors

Date: February 23rd 2024

1.0 **JOB SUMMARY:**

The Steward is responsible for monitoring and maintaining cleanliness and good working condition of utensils, equipment, supplies and work areas at the Restaurant and Cafeteria.

Work involves adherence to a cleaning schedule, cleaning stoves, ovens, pots, pans, grills, and refrigerators, and washing dishes, crockery, glasses, silverware and cutlery. And ensuring that all are in inspection-ready conditions.

2.0 **DUTIES & RESPONSIBILITIES:**

- 2.1 Checks and ensures the correct maintenance, use and handling of utensils, and proper working condition of utensils, equipment, machinery, work and eating areas, furniture and supplies at the Restaurant, including Kitchens on a daily basis and reports any defects and deficiencies to the respective department.
- 2.2 Washes, and sanitises all silverware, glassware, chinaware, cutlery, pots, pans, trays, washtables, walls and other items utilised and identified for cleaning.
- 2.3 Sweeps and mops floors at the Restaurant, including Kitchen Restaurant and Training Kitchen and conference rooms.
- 2.4 Cleans all chillers, refrigerators, walk-in coolers, freezers and stores areas at the both Restaurant and Training Kitchens and ensures that they are properly organised on a daily basis.
- 2.5 Assists in the pre-service activities for daily restaurant meals, banquets and functions, in accordance with generally accepted service standards.
- 2.6 Assists kitchen staff in replenishing items at regular meals times, buffet and at functions, conferences and meetings as required.
- 2.7 Ensures correct disposal of all waste and garbage and cleans and sanitises garbage cans and bins.

- 2.8 Assists in the requisition and proper storage of all stock and supplies required at the Restaurant and transports items from storeroom to work/service areas.
- 2.9 Monitors consumption of cleaning chemicals and usage, and ensures the replenishment of stock in a timely manner.
- 2.10 Monitors breakage and records such in accordance with departmental policies and procedures.
- 2.11 Keeps abreast with and adheres to departmental policies and generally accepted regulations on safety, sanitation and hygiene.
- 2.12 Completes all closing duties at the end of each day/shift, including storage of reusable items, breakdown all goods and equipment, cleaning of all work areas, equipment and machinery, restocking of items for next service/day/shift, securing of items, removal of all dirty linen and transport to laundry and disposal of all waste and garbage.
- 2.13 Any other job-related duties assigned by his/her immediate Supervisor/Manager or duly authorised officer.

3.0 COMPETENCIES

3.1. CORE COMPETENCIES

- Student Centred -Focus
- Integrity
- Quality
- Collaborating with Others

3.2 TECHNICAL

- Cleaning and Sanitation: maintaining cleanliness and hygiene in Kitchen and dining areas, including clearing tables, sanitizing surfaces, and organizing utensils.
- Familiar with proper handling and disposal of waste.
- Routine Inventory Management of supplies, such as linens, glassware, cutlery, and cleaning materials.
- Effective verbal communication
- Ability to work cooperatively with other staff
- Knowledge of health and safety regulations
- Familiarity with proper food handling, storage, and sanitation practices

- Flexibility to work in a busy environment
- Customer focused acumen and orientation

4.0 QUALIFICATIONS & EXPERIENCE:

- 4.1 School Leaving certificate.
- 4.2 Completion of vocational training in Hospitality, food service, or customer service would be an asset
- 4.3 Experience in a similar position
- 4.4 Possession of a valid Food Badge

5.0 KEY RELATIONSHIPS:

- 5.1. Reports to: Dean- Academic Services
- 5.2. Works with: Restaurant and Kitchen staff, Procurement, Purchasing, Stores, Maintenance, Driver-Goods Vehicle
- 5.3. Communicates with: Immediate Manager, executive management, procurement, purchasing and stores, Maintenance, Security, students, customers, visitors to the Institute.
- 5.4 Direct Reports: None
- 5.5 Indirect Reports: Dean- Student Services, Lecturers;

6.0 SUPERVISORY RESPONSIBILITIES:

None

7.0. ACCOUNTABILITIES/OUTPUTS:

OUTPUTS	
Outputs	How Often

Clear and clean tables after customers finish their meals	Immediately after guests leave
Replenish supplies (e.g., napkins, condiments, utensils)	As needed
Maintain cleanliness and hygiene in dining areas	Continuously throughout the day
Communicate and liaise with kitchen staff	Ongoing interaction with other team members
Adhere to health and safety regulations and practices	At all times

8.0 CHANNEL & MODE OF COMMUNICATION:

8.1 In line of duty, the common communication channels utilised are:

- Telephonic and face-to-face conversations
- Chats and messaging

8.2 MODES OF COMMUNICATION

This job is very hands on, hectic, fast –paced

- Interpersonal Communication : very frequently
- Gestural Communication : very frequently
- Visual Communication : very frequently

9.0 PHYSICAL AND MENTAL STRAIN:

9.1 MENTAL DEMANDS

- Work is rote and relatively non-technical

9.2 PHYSICAL DEMANDS

- Works for extended periods of time in a standing position – long hours on their feet especially for functions
- Functions in an environment with heat, cold, chilled temperatures. Works simultaneously in a lot of water
- Exerts up to 50 pounds of force occasionally, and/or 20 pounds of force frequently. Constantly lifts, carries, pushes, pulls and otherwise move objects.

10.0 WORK ENVIRONMENT:

There are environmental demands – water, warm and hot temperatures

11.0 ACCEPTANCE STATEMENT:

The Management of the Tobago Hospitality and Tourism Institute, reserves the right to amend this Position Description anytime as required.

I have read and fully understood the position description as stated and accept that any of the tasks may be modified or changed. I accept that I am to be governed by the duties of this job description and take responsibility for performing the functions as listed above, in accordance with performance measures relevant to this job description and the organisation's Strategic Plan.

This Position Description in no way states or implies that these are the only duties to be performed and I may be required to perform any other job-related duties assigned by the Sous Chef.

My signature below indicates my acceptance of the same and my commitment to the performance of my duties at the Tobago Hospitality and Tourism Institute.

Employee's Name
(Please print)

Employee's Signature

Date