**JOB DESCRIPTION**

**Position: Assistant Executive Steward**

**Department: Stewarding**

**Reports to: Executive Steward**

**The Company**

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the world’s most prestigious hotels and resorts. The Group now operates or has underdevelopment over 40 hotels with more than 11,000 rooms in 25 countries in key business and leisure destinations.

**The Hotel**

Our award winning property, in the nation's capital, is situated on D.C.'s growing South West waterfront. Commanding monumental views, the property offers 400 guest rooms including 54 suites, extensive event space, and our Forbes Four Star Rated Spa at Mandarin Oriental. Mandarin Oriental, Washington D.C. welcomes individuals who are guest centered and are committed to making a difference every day; continually getting better to keep us the best.

**Scope of Position**

It is the mission and intent of this position that the incumbent will take full responsibility for establishing and implementing cleanliness policies and procedures in accordance with Mandarin Oriental corporate guidelines and insure compliance to all local, state and federal regulations.

**Organizational Structure**

The Assistant Executive Steward will report directly to the Executive Steward.

**Duties and Supporting Responsibilities**

* Take full responsibility of the stewarding operation. Deliver quality to guests and satisfaction to the colleagues through learning and development, team building, and daily interaction. The Assistant Executive Steward is expected to act as a partner to the Executive Steward.
* Support company's philosophy and company culture through the use of Pillars of Legendary Quality Experiences on a daily basis to ensure guest satisfaction and the achievement of our mission statement.
* Support company philosophy and company culture through the use of Departmental legendary Quality Experiences on a daily basis to ensure guest satisfaction and the achievement of our mission statement.
* Support company's philosophy and company culture through the use of Guiding Principles and D.E.L.I.G.H.T as part of ensuring Guest Satisfaction and the achievement of our Mission Statement.
* Attend the B.E.O (Banquet Event Order) meeting
* Set goals and mission for the stewarding department
* Monitor stewarding payroll
* Review and approve all human resources documents
* Inventory of china, glasses, silverware, and hollowware from the outlets and main storage.
* Provide enough equipment (china, glasses, silver) to the outlets and banquets for their operation.
* Inventory and control of the chemical supplies.
* Develop a cleaning schedule of the kitchen, pastry, Garde Manger, banquets, cafeteria, and coolers.
* Schedule line colleagues
* Do banquet requisition for banquets form the B.E.O's
* Control all the expenses (paper supply, fuel supply, uniforms, cleaning supplies)
* Develop a cleaning schedule for the dumpster area
* Develop a maintenance schedule for the dishwasher machines
* Develop a cleaning schedule for banqueting
* Assist and provide equipment for any banquet function
* Assist and help banquet/Garde Manger kitchen to plate up
* Establish a Hygiene and Control program of the kitchen and surrounding areas.
* Coaching the assistant, supervisor, lead steward and colleagues.
* Develop a training program for stewards.
* Revise standards and procedures for department as necessary.
* Do a daily assignment sheet for colleagues.
* Attend Food & Beverage meeting when directed.
* Buy and replenish the storage after inventory (china, glasses, silver, and miscellaneous) to keep the existing par.
* Create a good relationship with all employees and managers.
* Listen and resolve all complaints from colleagues in a way that build trusts.

**Mandatory Requirements**

* Reading, writing and oral proficiency in the English language.
* Must be willing to work a flexible schedule in order to accomplish all major responsibilities and tasks.
* Must be a self-motivator and motivator of others
* Must work in a safe, prudent, and organized manner.
* Must have mathematical skills, computer software aptitude and some hotel operation knowledge.
* Knowledge of specific hospitality industry application is desirable.
* Must be able to relate to all levels of management.
* Must have a minimum of 2 years’ experience as an assistant or supervisor in a hotel or restaurant.
* Must have the ability to handle multiple tasks at one time.
* Must have superior organizational skills.
* High school diploma or equivalent

**Desirable Requirements for Experience and Skills**

* Prior experience in a luxury hotel is preferred.
* Prior experience in a large banqueting operation is preferred.
* Bi-lingual abilities are favored.
* Prior experience working in an unionized hotel setting will be strongly favored.
* Bachelor's degree in hospitality or related field is preferred.

Each of the items listed is considered an essential function of the position. However, the duties, responsibilities and requirements presented in this job description are intended to be broad based and high level and should not be construed as an exhaustive list of all roles or responsibilities for the position. The Company reserves the right to alter the duties and responsibilities of the position.

It is Company policy to comply with the Americans with Disabilities act, including by providing reasonable accommodations that do not constitute an undue hardship on the Company. Employees or applicants should direct requests for accommodation to Director of Human Resources.