

Casual Steward (Waiter)

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Company: Belmond

Location: United Kingdom

Category: other-general

Belmond is seeking a Casual Steward to work on board the luxurious British Pullman train. This is an exciting opportunity to be part of a dynamic team with a passion for excellence and storytelling in travel, a strong cultural awareness and an unswerving approach to maintaining standards. The ideal candidate will deliver an exceptionally high standard of service in all aspects of food and beverage, housekeeping, guest standards and satisfaction, and team welfare in line with Belmonds vision and ethos. Reporting to the Train Manager, you will strive towards Belmonds brand strategy of being the number one luxury travel experience in the world.

About the Train

Whisking guests away on decadent escapes around the UK, the British Pullman combines sumptuous interiors with fine dining and fabulous fun. Sister train of the Venice Simplon-Orient-Express, the Art Deco icon revives the glamorous Golden Age while satisfying todays desire for slow travel. From London Victoria station, scenic day excursions take in vibrant cities, historic houses and world-class sporting events, while elegant evening experiences include celebrity chef dinners. In the onboard kitchen, culinary masterpieces are produced by our talented team and complemented by sommelier-selected wines.

About Belmond

Belmond is part of the worlds leading luxury group, LVMH Moët Hennessy Louis Vuitton. Belmond has been a pioneer of exceptional luxury travel since 1976. Its portfolio extends across 24 countries with 46 remarkable properties that include the illustrious Venice Simplon-Orient-Express train, remote beach retreats like Cap Juluca in Anguilla, Italian hideaways

such as Splendido in Portofino, and gateways to natural wonders such as Hotel das Cataratas beside Brazils Iguassu Falls. From trains to river barges, safari lodges to hotels, each unique property has a distinctive story, personality and identity, with a personalised team to match.

The essence of the Belmond brand is built upon its heritage, craftsmanship and genuine, authentic service. We treasure history while looking to the future. We embrace community spirit and believe in responsible, sustainable tourism. As part of our Think Global, Act Local approach, we prioritise purchasing food from sustainable sources, run and support educational programmes and follow sustainable practices to reduce our impact on the environment.

Working on board: A Moving Experience

The British Pullman Steward plays a crucial role in our guests onboard experience. You are responsible for looking after each guest in their allocated carriage, escorting them to their tables serving champagne, wines and beverages, brunches, lunches, afternoon teas and dinners, and looking after their wellbeing and safety.

In addition to the customer-facing responsibilities, you are required to prepare the restaurant cars for service, assist with depot, Victoria Lounge and departure point operations and carry out cleaning and maintenance duties to the highest standards.

For all our discerning guests, the service and warm, genuine welcome from the close-knit onboard team is a major part of the experience. As our ideal candidate, you will be passionate about hospitality and keen to embrace challenges. Your personality and charm should shine through, whatever the task youre working on at the time.

Key Responsibilities

Preparation of the restaurant cars and its related areas to ensure a smooth-running operation.

Responsible for the wellbeing and safety of your allocated car and passengers.

Deliver cleaning and maintenance duties to the highest of standards.

Assist with depot, Victoria Lounge and departure point operations.

Handle all guest interactions with the highest level of hospitality and professionalism.

Ensure you have full knowledge of onboard menus, boutique items and the areas in which

the Belmond British Pullman operates.

Act in a professional and approachable manner that encourages feedback from team members and guests alike.

Work as a team player to ensure the whole team is able to do their job to the highest of standards.

Acknowledge and handle any passenger requests, whether dietary, medical or special occasion requests.

Always maintain a high standard of personal cleanliness and appearance.

Requirements

Applicants must have eligibility to work in the U.K.

Have previous hospitality experience within a luxury environment.

Demonstrate advanced knowledge of food and beverage.

Be a professional, credible, confident and enthusiastic individual.

Attend training, preparation, depot, cleaning and medical days as required.

Benefits

Shifts patterns are available in advance, allowing excellent work/ life balance. Significant working hours will be made available for the right candidates.

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