



- Control all equipment and take inventories whenever required by the Food and Beverage Director.
- Provide all special requests and extras required by guests.
- Approach guests during meals to elicit impressions and comments related to food and service.
- Give special attention to VIP's and demanding guests.
- Ensure close monitoring and continuous supervision of all restaurant outlets during meal hours, including the Crew and Staff mess.
- Ensure that all service personnel adhere to company grooming rules and regulations, regarding uniforms, personal appearance, and hygiene during the individual check-in process.
- Communicate with the Food & Beverage Director in order to plan and achieve an effective crew rotation schedule.
- Ensure that all guest requests, inquiries and complaints are addressed promptly.
- Supervise, train, and evaluate personnel according to company policy.
- Maintain and send the Monthly Performance Evaluation Tracker Log to the corporate office.
- Conduct employee meetings and counseling sessions.
- Determine and communicate standards of performance to employees.
- Maintain discipline.
- Ensure that staff is aware and understands ship rules and regulations.
- Practice professional and clear communication skills.
- Monitor supervisor performance, using correct language and ensuring fairness and respect to all.
- Conduct regular spot checks on related procedures and motivate the team to make the necessary effort to increase revenue.
- Conduct regular inspections of restaurant service areas to ensure proper organization, cleanliness and maintenance.
- Be a self- starter in order to achieve tasks and overcome problems as well as provide direction for others.
- Keep the F&B Director and General Manager informed of all guest issues, special requests, suggestions and complaints.
- Possess full knowledge of current U.S.P.H rules and regulations and maintain U.S.P.H standards at all times.
- Ensure that the assigned location is up to U.S.P.H. standards.
- Conduct U.S.P.H. training of the restaurant staff.
- Maintain and encourage a positive relationship with other departments.
- Work closely and efficiently with the Executive Cellar Master/ Head Sommelier/ O" class - Cellar Master R" class to anticipate and communicate any guest remarks regarding the beverage service in the restaurants.
- Possess full knowledge of MLC regulations, and ensure compliance of the procedures.

### **Training & Development**

- Attend all meetings, training activities or classes related to assigned position as required.
- Full Awareness of Cruise Control software with all applications including the Learning Management System (LMS) and being able to assist and support crew with basic questions.
- Set up and supervise a training program for the entire Restaurant Personnel covering all aspects of service, menu education, and etiquette, in view of future promotions.
- Provide orientation and training to Jr. Headwaiters, Headwaiters and Maître D'.
- Monitor the training program for the restaurant staff, by motivating them and encouraging future promotion.

### **Financial**

- Possess knowledge of the revenue aspects of the operation.
- Ensure cost-effective operation of department.

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- Minimize operating expenses without affecting product standards delivered to the guests.
- Conduct inventory checks when required.

**Safety Responsibilities**

- Possess familiarity with the vessel layout in terms of safety and security.
- Have a full understanding of ship rules and regulations (SMS).
- Participate in all required safety drills/training
- Ensure that all safety procedures are followed.
- Cooperate with the Staff Captain in adhering to the Ship’s Safety Program.
- Follow the ship rules & regulations.
- Maintain a safe and sanitary environment for all guests and crew members.
- Follow proper procedures and instructions at all times to prevent damage of any kind to ship or company property.
- Participate in safety drills as required.

**Resources**

- Possess knowledge of the Human Resources Manual and Shipboard Training.
- Maintain a high level of crew morale within the administration department ensuring that all crew are treated in a fair and unbiased manner and the team works with a positive atmosphere.

**Other Duties and Responsibilities**

- Prepare well-organized End of Cruise Voyage Reports according to company guidelines.
- Possess full awareness of the Reservations Program.
- Possess full awareness of the Electronic Order System
- Supervise and lead the luggage operation when required.
- Attend any stand-by for USPH purposes.
- Ensure confidentiality when handling sensitive information.
- Achieve the primary objectives of the position and comply with the above-mentioned accountabilities in a timely and efficient manner in accordance with ICS policies.
- Project a favorable image of the company, promote its aims and objectives, and foster and enhance public recognition and acceptance of all its areas and endeavors.
- Comply with the safety and pollution prevention regulations and operating procedures at all times, participating in all relevant meetings and training sessions.
- Participate in all mandatory training without excuse.
- Perform all other duties as requested by shipboard management or shore side.

**Qualifications**

**Knowledge, experience, skill, and/or ability**

Required

- Strong leadership and organization skills.
- Team player.
- Outgoing personality
- Open minded and flexible.
- Well-groomed and neat in appearance.
- Ability to deal professionally with guest complaints.

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- Excellent knowledge of international cuisine.
- Positive attitude at all times.
- Fluent in written and spoken English.
- Communicate effectively with the senior management.
- Possess ability to lead and make decisions.
- Good administrative skills.
- Experienced in coaching subordinates.
- Must be cost and quality conscious.
- Adhere to specific scheduled work hours, yet be flexible if circumstances require it.
- Work with international team members.
- Perform assigned duties under pressure (time constraints).

**Preferred**

- Standard European restaurant background.
- Fluency in additional language(s)
- Cruise Ship Experience.

**Required computer skills**

- Knowledge of Microsoft programs to include but not limited to, Outlook, Word, Excel, and Power Point
- Possess sufficient computer knowledge to use the company software.
- Familiarly with company proprietary and internal computer system, such as: ICS, Reservation Program, Apollo Solution, TAR, Issue Track, Electronic Order System.

**Education/experience/certifications**

- High School education or better, or international equivalent.
- Diploma in Hospitality Management
- Minimum of 3 years experience in a 5-star hotel, restaurant or ship.
- Five to eight years related experience.
- USPH or HACCP certification.
- STCW preferred.
- Equivalent combination of education and experience.

**Other Skills:**

- Knowledge of general office practices, procedures and equipment.
- Ability to prioritize tasks and work independently.
- Strong organizational, interpersonal and communication skills.
- Ability to interact with senior-level management and owner representatives.

**Math Ability:**

- Able to add, subtract, multiply and divide in all units of measure using whole numbers, common fractions, and decimals.

**Reasoning Ability:**

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- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

**Work Environment & Physical Demands:**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions for this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job the employee is regularly required to:
  - Stand
  - Use hands to finger, handle, or feel
  - Reach with hands and arms
  - Talk or hear and smell
- The employee must be able to lift or move up to 55 pounds (25 kilograms) without assistance.

**Vision Requirements:**

- Ability to adjust focus, depth perception, peripheral vision, distance vision and close vision and to be able to otherwise perform the essential functions of the job in a manner that does not present danger to the employee or others with or without a reasonable accommodation.

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