

- Conduct inventory checks when required.
- Approach guests during meals to elicit impressions and comments related to food and service.
- Give special attention to VIP's and demanding guests.
- Ensure that all service personnel adhere to company grooming rules and regulations, regarding uniforms, personal appearance, and hygiene during the individual check-in process.
- Ensure that menu briefings are conducted before each meal according to the Restaurant Operation Manual.
- Ensure that all guest requests, inquiries and complaints are handled promptly.
- Ensure that all special diets and special request are fulfilled according to guest requirements.
- Train and supervise staff to minimize breakage, loss and damage of the equipment.
- Conduct employee meetings and counseling sessions.
- Maintain discipline.
- Ensure that staff is aware and understands ship rules and regulations.
- Conduct regular inspections of restaurant areas to ensure proper organization, cleanliness and maintenance.
- 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.
- Attend and share any service related issue in the restaurant management meeting to ensure prompt follow up on guest comments.
- Possess familiarity with the 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.
- Encourage the development of the wait staff.
- Conduct training sessions with staff covering all aspects of service outlined in the Restaurant Operations Manual.
- 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.
- Evaluate staff, and provide special attention and assistance to new employees.
- 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.
- 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.
- Participate in all required safety drills/training.

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- 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 dept. 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
- Coordinate orders for supplies according to Restaurant Manager guidelines.
- 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 work with international crew and guests.
- Ability to deal professionally with guest complaints.
- 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.

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- 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 international equivalent.
- Diploma in Hospitality Management.
- Minimum of 3 years experience in a 5-stars operation, hotel, restaurant or ship.
- Five to eight years related experience.
- 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:

- 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:

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- 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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