

- Monitor the quality and service of canapés during the cocktail hours.
- Monitor the set up of the caviar bar and the caviar selection, and confirm compliance with Regent standards.
- Log the temperatures of all fridges, freezers and dishwashers in beverage venues, according to Regent Seven Seas Cruises procedures and legal guidelines.
- Oversee the maintenance of all equipment in all food and beverage areas.
- Liaise with the Food & Beverage Director and the entire department to establish and achieve predetermined profit objectives.
- Maintain standards of quality of food, service, and cleanliness.
- Update team on a regular basis of targets, costs and monitoring procedures.
- Motivate the team to up-sell and generate revenue.
- Provide ideas to maximize beverage revenue and minimize costs.
- Review financial transactions and monitor budget.
- Review operating procedures for revenue enhancement opportunities.
- Screen requisition estimates for beverage replacements, supplies, purchases, etc. for final approval.
- Keep an accurate inventory of glasses, utensils and bottles, producing an order when necessary.
- Check all requisitions before the final approval by F&B Director.
- Supervise individual performance, while providing feedback and follow up, with the assistance of the HR Manager.
- Update the HR Manager regarding personnel issues, to assist HR with staff planning, skills shortages, service standards and other training that may be required.
- Create a positive and open atmosphere in the department in order to maximize staff productivity.
- Evaluate the use of manpower and its impact on revenue.
- Monitor department work schedules, to comply with Regent Seven Seas Cruises policies and procedures.
- Possess a thorough understanding of TAR, employee contracts, and work schedules.
- Assist the F&B Director in overseeing the F&B operation.
- Maintain confidentiality when handling sensitive information.
- Project a favorable image of Regent Seven Seas Cruises, promote its aims and objectives, and foster and enhance public recognition and acceptance of all its areas and endeavors.
- Promote Regent Seven Seas Cruises values –Service Anchors:
 - **Ownership** Takes full responsibility for the quality of his – her work.
 - **Personalized Service** Makes every crew and guest interaction unique and memorable, exceeding expectations.
 - **Expertise** Exhibits knowledge and expertise.
 - **Natural Approach** Effortlessly provides attentive, sincere and caring service for crew and guests in a comfortable atmosphere.
- Monitor and enforce grooming and uniform standards according to company policies and procedures.

Daily Responsibilities

- Verify PH standards and compile reports to send to respective parties for action and follow up.
- Attend F&B meeting and convey information from meeting as needed.
- Conduct public area walk around during peak times, including the Pool Deck on sea days.
- Review outstanding maintenance issues and follow up.
- Oversee bar requisition/transfers/spoilage/breakage, holding the senior bartender accountable for service standards and set ups.
- Monitor crew mess for food quality and service.
- Monitor crew bar sales and inventory.

Issued on: 03/02/2018	Page 2 of 6	Prepared by: P Ward
Last reviewed on: 08/08/2018		Approved by: DIRHR

- Review daily bar sales / identify cruise trends and make relevant revenue suggestions.
- Random checks of internal requisition posting for accuracy.
- Review and authorization of daily party sheets.
- Review of inventory adjustments and posting if satisfied.

Weekly/End of cruise Responsibilities

- Spot-check weekly counts (caviar/tobacco/local beverage).
- Meet with all group leaders to review memos/functions etc.
- Review perpetual inventories.
- Review and control in-suite liquor set ups and orders.
- Provide USPH training for new crew and periodical refresher USPH training of existing crew.
- Participate in various meetings (Revenue, Maintenance, HD, etc.)
- Complete probationary and sign off reviews for bar department.
- Review bar ratings and comments.
- Complete voyage report.
- Assist Provision Master on loading day as required.

Monthly Responsibilities

- Spot-check all monthly inventories.
- Ensure in use count is carried out and accurate.
- Ensure all printed materials are accurate and up to date.
- Review monthly durables consumption, stock on hand and adherence to budget.
- Keep team fully up to date on SSSL/ FBS, USPH, MPPM and SOP.

Training & Development

- Serve as a true ambassador of Regent Seven Seas Cruises and our Service Anchors.
- Ensure that the beverage team is well trained in company procedures to ensure stock control and accurate charging to accounts.
- Ensure the training modules are carried out in a timely manner and the training-tracking log is maintained.
- Train, supervise and apply corrective actions regarding Public Health programs within the department.
- Provide training and guidance for staff.
- Conduct employee meetings to maximize communication.
- Attend all meetings, training activities, courses and all other work-related activities as required.
- Participate, support and guide the middle manager regarding the CCM program.
- Mentor, develop and provide on-the-job training to subordinates to strengthen their current performance and prepare for future advancement.
- Review and provide final approval for all beverage team evaluations completed by the Head Bartender and Head Sommelier, including approval of position change.
- Oversee and respond to any culinary HR-related issues with the Food & Beverage Director.
- Ensure that all beverage department crewmembers follow the rules and regulations of the ship.
- Schedule and monitor completion of training and familiarization of new job responsibilities and living environment for new crewmembers.
- Ensure that all performance evaluations are completed according to company standards.

Financial

Issued on: 03/02/2018	Page 3 of 6	Prepared by: P Ward
Last reviewed on: 08/08/2018		Approved by: DIRHR

- Responsible for controlling beverage and general expenses related to production set by the Corporate Office Guidelines and Budget.
- Maintain an excellent awareness of cost control within team.
- Possess ability to read and interpret any financial report generated by the SSSL system.
- Strictly adhere to allocated budget and timeframes, i.e. cruise, season, quarter, year, etc.
- Control overtime and apply TAR procedures according to set budget perimeters.
- Evaluate crew members for potential promotion and incentive programs.

Safety Responsibilities

- 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.
- Participate in safety drills according to instructions.
- Comply with the safety and pollution prevention regulations and operating procedures of the company.
- Responsible for the Monthly Safety Awareness Training and any relevant SMS follow up.

Resources

- Possess knowledge of the Human Resources Manual and shipboard training.
- Maintain a high level of crew morale within the beverage department, ensuring that all crew are treated in a fair and unbiased manner.
- Liaise with HR Scheduling Manager after each crew movement and send the updated crew rotation list to all personnel involved.

Other Duties and Responsibilities

- Ensure crew satisfaction and welfare.
- Initiate and participate in the Cocktail Demonstration and wine tastings as required.
- Monitor loading for quality assurance and support if needed.
- Attend early stand-by for any inspection.
- Other duties as assigned.

Qualifications

Knowledge, experience, skill, and/or ability

Required

- Proven leadership and communication skills.
- 5 years of experience in the beverage field of luxury hotels and cruise line brands.
- Excellent understanding of wine and beverage specifications.
- Outstanding knowledge of Vessel Sanitation Program regulations and procedures.
- Versed in budgeting and cost control, including but not limited to the reading and interpreting of inventory reports, cost reports and monthly financial statements.
- Fluent in written and spoken English,
- Must be able to communicate effectively with the senior management.
- Ability to lead and make decisions.
- Good administrative skills.
- Experienced in coaching subordinates.
- Must be cost and quality conscious.

Issued on: 03/02/2018	Page 4 of 6	Prepared by: P Ward
Last reviewed on: 08/08/2018		Approved by: DIRHR

- Must 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

- Shipboard experience.
- Fluency in additional language(s)

Required computer skills

- Knowledge of Microsoft programs to include but not limited to, Outlook, Word, Excel, and Power Point
- Poses sufficient computer knowledge in order to use the company software.
- Familiar with the concept of relational database driven inventory control systems.

Education/experience/certifications

- High School Diploma or international equivalent.
- 3-year apprenticeship for professional chefs or a Bachelor’s of Science degree in Culinary Arts.
- USPH or HACCP certification.
- STCW preferred.

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:

- 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;

Issued on: 03/02/2018	Page 5 of 6	Prepared by: P Ward
Last reviewed on: 08/08/2018		Approved by: DIRHR

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.

Issued on: 03/02/2018	Page 6 of 6	Prepared by: P Ward
Last reviewed on: 08/08/2018		Approved by: DIRHR