

# International Cruise Services, Inc. & SEVEN SEAS SERVICES LIMITED

## P O S I T I O N   D E S C R I P T I O N

Position Title: **Restaurant Manager**

Department: **F&B**

Sub-Department: **Restaurant**

Reports To: **F&B Director, General Manager,**

Direct Reports: **All Restaurant Staff**

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### Position summary

To ensure high quality service to the guests by leading and motivating the Restaurant team in any food service outlets on board , in line with company standards and policies outlined in the operational manuals and human resources manual, including coaching and training the employees; planning, assigning and directing duties; preventing and handling guests issues; creating an overall pleasant dining experience.

### Essential duties and responsibilities

#### Operational

- Must be thoroughly conversant with the company's operations policies as described in the Restaurant Operations Manual.
- Consistently exhibits and transmits the company's service culture, is polite, courteous, accommodating and displays a positive outlook and attitude at all times.
- Responsible for the restaurant reservations, doing the utmost to honor guest's requests, and be fully familiar with the Silverware reservation program.
- Must designate specific responsibilities to the Maître D's and all Headwaiters who are assigned to work in the various sections of the restaurants.
- Responsible in ensuring that a proper usage of the expensive equipment is in place by controlling breakage and constantly maintain the par level in place.
- Demonstrates reliability and adaptability in approach to all situations, even when under pressure.
- Be proactive and energetic in the work situation, seeking to get things done and at the same time deal with a variety of tasks.
- Applies appropriate body language when communicating with guests and crew.
- Be alert to changing situations, show flexibility in approach, adaptability in difficult circumstances and continuously strive to achieve a result.
- Be knowledgeable of the Food Operations aspect of the operation, like menu knowledge and cooking methods applied, menu cycles and presentation standards.

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- Ensure that all special diets special request are fulfill as per guests requirements.
- Remain confident when dealing with negative situations, convince others to have ideas and create new options.
- Assign and/or delegate work schedules, and side duties for all restaurant staff.
- Keep the F&B Director informed on all guest issues such as special requests, suggestions and complaints.
- Ensure department cost-effective revenue and minimize operating expenses without affecting product standards delivered to the guests.
- Conduct daily meetings with the Headwaiters and Maître d's, ensuring that review of daily revenue reports and comparisons are made. Action plans to be delegated considering daily sales targets.
- Must possess a sound knowledge of wines and wine service in order to monitor the Sommelier performances.
- Monitor the assignment of service stations to all restaurant personnel based on their performance, attitude and ability without preference or discrimination.
- Keep close control of all the equipment and take inventories whenever required by the Food and Beverage Director.
- Must control all special requests and extras required by guests.
- Approach guests during their meals surveying 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 our grooming Company Rules and Regulations regarding uniforms, personal appearance and hygiene through the individual check-in process.
- Evaluate staff and discuss their strengths and weaknesses with the Restaurant Middle Managers, giving special attention to the new employees.
- 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 responded to promptly.
- Supervision, training and evaluation of personnel according to company policy. Maintain and send the Monthly Performance Evaluation Tracker Log to the office.
- Conduct employee meetings and counseling sessions.
- Determine and communicate standards of performance to employees.
- Maintain discipline and ensure that staff is aware and understands ship rules and regulations.
- Personal practice of professional and clear communication skills, maintaining supervisor's follow up on the same, using correct language and ensuring fairness and respect to all.
- Conduct regular spot checks on related procedures and motivate the team to always 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.
- To keep the F&B Director and general Manager informed on all guest's issues, special requests, suggestions and complaints.
- Conduct employee meetings and counseling sessions.
- Maintain discipline and ensure that the staff is aware and understands ship's rules and regulations.
- Has full knowledge of current U.S.P.H rules and regulations and maintains 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.

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- Work close and efficiently with the Head Sommelier/Cellar Master to anticipate and communicate any guests remarks in regards the beverage service in the restaurant.
- Ensure compliance on MLC regulations and ensure compliance of the procedures.

#### **Training & Development**

- 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 during the development of the Jr. Headwaiters, Headwaiters and Maître D', by physically showing them how to complete and achieve tasks in set time frames.
- Train the trainers and supervise staff to minimize breakage, loss and damage to equipment.
- In conjunction with his middle managers, have an active participation on the development of the restaurant staff by physically showing them how to complete and achieve tasks in set time frames.
- Continuously conducts training sessions with his/her staff covering all aspects of service outlined in the restaurant operation manual.
- Set up and supervise a training program for the Restaurant Personnel covering all aspects of service, menu education and etiquette.
- Evaluate staff and discuss their strengths and weaknesses with the Restaurant Manager, giving special attention to the new employees.
- Responsible for the training program of the restaurant staff, motivating and encouraging them for future promotion.

#### **Financial**

- To be aware of the revenue aspects of the operation.
- To ensure cost-effective revenue of his/her department and minimize operating expenses without affecting product standards delivered to the guests.
- To keep close control of all the equipment and conduct inventory whenever required.

#### **Safety Responsibilities**

- Must be familiar with the vessel layout in terms of safety and security, must have a full understanding of ships rules / regulations (SMS) and participate in all required safety drills / training.

#### **Resources**

- Must be familiar with the Human Resources Manual and Shipboard Training.
- Maintain a high level of crew morale within his 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** (Other duties may be assigned.)

- Prepare clear and well-organized End of Cruise Voyage Reports as per guidelines.
- Be fully aware with the Silverware reservations program.
- Supervise and leading the luggage operation whenever required.
- Attend any stand-by for USPH purposes.

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- The above summary are general responsibilities, but is not limited to these, other duties may be assigned as needed by onboard management.

## Qualifications

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

#### Required

- Excellent command of the English Language, both in verbal and written
- Strong leadership and organization skills.
- Team player.
- Outgoing personality, open minded and flexible.
- Well-groomed and a neat appearance.
- Ability to work with international crew and guests.
- Ability to perform well under pressure.
- Ability to deal professionally with guest complaints.
- Min. 3 years' experience in a 5-stars operation, hotel, restaurant or ship.
- Excellent knowledge of international cuisine.
- Great attitude at all times.
- Punctual ,Flexible and efficient.

#### Preferred

- Standard European restaurant background.
- Good administrative skills.

### Required computer skills

- Microsoft Office (Word, Excel, Outlook, PowerPoint).
- Basic Windows XP, Vista and Windows 7 Operating Platform knowledge.
- Familiarity with company proprietary and internal computer system, such as: ICS, Silverware, Apollo Solution and TAR.

### Education/experience/certifications

- High School education or better, or diploma in Hospitality Management; or five to eight years related experience; or equivalent combination of education and experience.
- USPH or HACCP certification.
- STCW preferred.

## Other Skills

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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; talk or hear and smell. The employee must be able to lift or move up to 55 pounds (20 kilograms) without assistance.

**The vision requirements include**

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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