



JOB DESCRIPTION – ASST. RESTAURANT MANAGER

Title:	Assistant Restaurant Manager
Rank:	Officer, 1 stripe
Department:	Food & Beverage Department
Main function:	Assist Dining room Manager in operation of all Restaurants
Reports to:	Restaurant Manager
Direct Subordinates:	Service Steward/ess, Asst. Service Steward/ess, Buffet Runner, Dining room Cleaner
Cabin:	Shared

1. PROFILE

- Must have 3 years of experience as Waiter on ships
- Must be fluent in the English and the German languages
- Must be knowledgeable and USPH experienced.
- Must be knowledgeable of the ISM regulations

2. AREAS OF RESPONSIBILITY:

Section of Restaurant comprising a group of stations
Buffet and/or alternative dining Operation

3. POSITIONS DEMANDING CLOSE LIAISON

Restaurant Manager
Executive Chef

Daily operational matters
Menu, food served

4. SPECIFIC DUTIES AND ACTIVITIES:

Assisting the Restaurant Manager to run the operation and to provide efficient, expedient and courteous service to the passengers leading to total passenger and Company satisfaction.

Is responsible to supervises the staff assigned to him/her and ensure that all phases of Food & Beverage service are performed.

Maintains trained staff with the highest morale and productivity as possible.

To complete the Asst. Restaurant Manager daily report form, complete afternoon tea report (if applicable), use all forms, display memoranda and notices according to policy and procedures of the company

To accept passenger complaints, to be a good listener, solve such complaints in the most diplomatic way and report to the Restaurant Manager. To receive, greet and accompany passengers to the table.



CRUISE & FERRY SERVICES GROUP

To make sure that all drinks and food dishes served are according to menu and wine list specifications, properly presented, be of the correct hot/cold/iced temperature before being served.

Must be familiar with all menu items, their preparation, service procedure and all accompaniments. Because he/she is familiar with the menu items, he/she must be critical and bring it to the attention of the Restaurant Manager if the menu items are not properly prepared, or not hot or cold as the case maybe. It is his/her responsibility to ensure that hot food is served on hot dishes and cold food is served on cold dishes.

Must be thoroughly familiar with the wine list and must be able to assist the Waiters by suggesting wines which will compliment the various items on the menu.

To use ships equipment and property for those purposes for which they are intended for. Is responsible for the cleanliness, maintenance and upkeep of all equipment, furniture, station and ship's property that he/she is working with.

To make requisitions, obtain authorization and ensure correct delivery of items needed for his/her outlet

To cooperate with the Executive Chef and the staff in order to obtain a fine presentation of food and beverage. To prevent unnecessary delay of service.

To check daily the restaurant preparation, mise-en-place, laying of table cleanliness and the availability of Chinaware, crockery, cutlery and glasses; the personal cleanliness and appearance of each individual crew member.

To check that all items required for the set-up of each table are clean, unspotted and in place. No Waiters are to be checked out until a full check of station has been completed to satisfaction of the Asst. Restaurant Manager.

To be aware of the job description of Waiters, Asst. Waiters and Buffet Attendants and Restaurant Utilities.

To perform all assigned duties efficiently, technically correct, follow the Management policy, ships rules and regulations, requests of Superiors, adhere to procedures of the training manual and achieving a high standard leading to total passenger satisfaction.

To carry out Food & Beverage hygiene regulations according to USPH standard and as instructed and to be aware and follow security/fire/Safety procedures, according to the Ship's rules and regulations.

To conduct regular training according to the Company training manual and to correct any faults on a constant basis.

To carry out the "Pre-Opening Briefing" including menu briefing before the commencement of each shift.

To attend regular departmental meeting and training when requested.

5. COMMUNICATION

Regular, constant communication with Restaurant Manager, F&B Manager, Chief Housekeeper and Executive Chef.



6. MANAGEMENT

Lead subordinates successfully into productive working methods by setting an example and utilizing all available management tools (F&B manual)

Provide a two way line of communication for crew. Dealing with day to day problems, including personal problems.

Deal with proposals and suggestions from restaurant staff, report to Assistan F&B Manager.

Provide station plans, side job lists, port duty rotas, etc. well in advance

Keep all records as required per F & B Manual

Ensure that correct disciplinary proedures are adhered to.
Follow up on disciplinary reports.

It is expected, that the Asst. Restaurant Manager is fully aware of the company standards as outlined in the F&B Manual. He/She are expected to know the job descriptions of all subordinates.

Ensure, that the set standards are kept and crew members work according to their respective job descriptions and time schedules.

Check on existing standards by asking crew members and passengers of their opinion and suggest modifications to the Restaurant Manager where appropriate.

I have read and discussed the above and I fully understand the description of my job.

Asst. Restaurant Manager