



JOB DESCRIPTION - FOOD & BEVERAGE MANAGER

Title:	Food & Beverage Manager
Rank:	Officer, Three and a half Stripe
Department:	Hotel
Main function:	Operation and control of the F&B Department
Reports to:	Hotel Director
Direct Subordinates:	Bar Manager, Restaurant Manager, Executive Chef, Hotel Cost Controller
Cabin:	Single

1. PROFILE

- Must have sound knowledge of food & beverage products
- Must have refined skills in public relations
- Must have Typing skills, Windows XP, Word, Excel, Outlook.
- Additional: Stock Control System; POS System
- At least six years in F&B Department in addition to Management School with at least three years in a Management position
 - Minimum of four years ship's experience.
 - Kitchen/Stores/Financial background preferred.
 - Must have worked with Computers
 - Must have USPH experience
- Candidate must be aware of Management functions and have the ability to communicate with all levels of personnel and passengers
- Ability to manage section heads and crew must be apparent
- Must be able to check cost control reports and be fully aware of the internal organisation of a catering department on board a cruise ship

2. AREAS OF RESPONSIBILITY:

All food and beverage outlets, storage and provision areas.
Galleys, crew mess, officer's/staff mess, food store rooms, waste disposal and sanitation

3. PUBLIC HEALTH & HYGIENE

- a) Ensure that at all times that the standards set in the Hotel Management Manuals (incl USPH) are adhered to
- b) To conduct training and refresher classes for all F&B personnel in the correct procedures
- c) To monitor daily hygiene and work practices in both service and production.
- d) To follow up on all technical defects as submitted by AVO's.



4. POSITIONS DEMANDING CLOSE LIAISON

Hotel Director	Passenger & Crew matters, daily F&B operation
Executive Chef	Quality, timing, costs
Restaurant Manager	Quality, service level
Bar Manager	Quality, Inventory Levels, Service levels, Onb Revenue
Hotel Cost Controller	Storage, Ordering, Requisition
Chief Engineer	Equipment maintenance
Staff Captain	Safety, disciplinary action
Financial Controller	Cost controlling, revenue
Purchasing Manager	Orders

At all times a professional and diplomatic relationship is to be maintained with all other officers whilst protecting the interests of the operations contract

5. SPECIFIC DUTIES AND ACTIVITIES:

Inspections

Carry out all inspections as outlined in the Hotel Management Manuals and as requested by the Staff Captain, Hotel Director or Captain. Check both crew and officer mess rooms before, during and after service, ensure mess rooms are clean, food is well presented and replenished. Complete and sign daily checklists for crew/officers mess rooms.

Maintaining Standard Procedures

Check on administration and working procedures and ensure all are carried out as stated in the Hotel Management Manuals

Cost Control

Ensure that Restaurant Manager, Bar Manager, Store Manager, and Executive Chef adhere to controlling procedures as outlined in the Hotel Management Manuals. Conduct sporadic inspections, using the check lists in the Hotel Management Manuals set by the company.

Follow the purchasing procedures strictly including rules for wayport purchasing. Always act in the best interests of the company with regard to minimising costs and maximising revenue within the bounds of the Operations Contact.

Equipment

All machines and equipment must be kept in good repair. Supervise instruction program on handling of equipment for new or re-rated crew members. Handling procedures of already trained crew members to be re-checked. Regular inspections on the conditions of equipment must be carried out and an up to date AVO list to be maintained. Follow up on action required, outstanding repair list to be checked on a regular basis and sent to Director of Operations at end of cruises.

Waste Disposal

Ensure that all waste produced and handled by the Hotel department complies with rules set by Marpol and the ship.

Other Duties

- take charge of Life Raft Station/Assist in evacuation of pax & crew
- take part in Officers/Captains Table as requested
- actively encourage F&B Department members to take part in entertainment whenever their duty allows. To be done in conjunction with Cruise Director.
- Other duties as requested by Head Office



6. PASSENGER SERVICE

Public Relations

Deal with all passenger complaints in conjunction with the Hotel Director. Attendance at all passenger parties and receptions. To be in uniform at all times in public areas and to act in a professional, responsible manner.

Service Operations

Ensure that service in restaurants & bars is carried out according to standards set out in the Hotel Management manual. Check ALL passenger buffets (breakfast, lunch, afternoon tea, dinner, midnight snack) and monitor and check all meal service periods in both restaurant and buffet. F&B Manager is not to be tied up with calling line but should be free to monitor and check food quality and restaurant operation. Check operation of all bars. F&B to monitor all special parties and functions e.g. Deck Party, Theme Evenings.

7. MANAGEMENT

Leadership

Lead subordinates successfully into productive working methods by setting an example and utilising all available management tools (Hotel Management manuals and checklists).

Communication

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

Deal with proposals and suggestions from Management and Staff.

Organise F&B Department meeting each cruise, to be minuted with action column, check up from previous meetings, minutes to be sent to HO

Give cruise papers to HM as soon as possible after completion

Disciplinary Procedures

Ensure that correct disciplinary procedures are adhered to especially with regard to correct handling of written warnings and record of same.

Follow up on disciplinary reports.

Maintaining Standards

It is expected, that the Food & Beverage Manager is fully aware of the company standards as outlined in the Hotel Management Manuals. The Food & Beverage Manager is expected to know the job description of each staff member in the Catering Department.

Ensure, that the set standards are kept and staff members work according to their respective job descriptions. Corrective action to be taken to ensure standards are upheld.

To review passenger questionnaire ratings at each F&B Meeting and to take immediate corrective action.

Innovating Standards

Check on existing standards by asking crew members of their opinion and suggest adaptations to HM where Food and Beverage, Passenger Service and Crew Matters are concerned.

In addition to the above Job Description the following points apply:

All matters in the Food and Beverage Manager's office are strictly confidential and must not be discussed or disclosed to any other member of the ships company or any other person unless it affects that person. All papers, reports, faxes etc are to be filed in the Food and Beverage Manager's office, financial reports are to be kept in a locked drawer.

I have read and discussed the above and I fully understand the description of my job and agree to abide by this description of my duties.



CRUISE & FERRY SERVICES GROUP

Food & Beverage Manager