

FOOD & BEVERAGE MANAGER

JOB DESCRIPTION



KEY ACCOUNTABILITIES

- He manages the departments Galley, Restaurant, Bars, Provision and Controlling effectively, enforce company standards, maintain food cost, improve and maintain sales and provability implement and maintain USPH standards and eliminate complaints.
- The Food and Beverage Manager is in charge of all aspects of the food and beverage operations onboard, including revenues, food costs, budgets, inventories, sanitation onboard and discipline in his department.
- He co-ordinates the different departments.

REPORTS TO

- Hotel Manager, Head Office ashore
- Subordinate Personnel
- F&B Controller
- Bar Manager
- Maître d'hôtel
- Provision Master
- Executive Chef
- All other employees in the F&B departments

AREAS OF RESPONSIBILITY

- Responsible for the day-to-day operation of the food & beverage department and all his sections, aboard the ship according to company's instructions as directed by the Hotel Director.
- Follow up on company's policies, rules, regulations and procedures.
- Responsible for the standards of service delivered to the passengers in the bars, dining rooms, buffets and all other food & beverage outlets by F&B employees. He has to ensure the quality of services in accordance with the company standard.
- Ensure that all the F&B sections are organized, performed their duties and maintain their areas and equipment in a manner in compliance with the company policy and instructions as directed by the Hotel Director.
- Approves all F&B requisitions so as to ensure that they are prepared properly and placed in a proper and timely manner in compliance with company's instructions.
- Ensure that all F&B areas are received and inspected in a timely manner and are in compliance with company's standards by checking for quality.

- Maintains the highest level of sanitation throughout all food and beverage areas as prescribed by USPH.
- Oversees the overall operation of the storerooms as per company's instruction, including but not limited to rotation, preparation, distribution and bookkeeping.
- Participates in the daily preparation of meal times scheduled of all F&B areas collaboration with the Cruise Director in Accordance with the company's instructions.
- Approves the indents for repairs of equipment prepared by his controller before submitting them to the chief Engineer and keeps an updated record of each request.
- Responsible for the final delivery of all F&B products in accordance with company's standards.
- Responsible for the overall implements, consumptions of all F&B policies and procedures pertain to employees, work manuals, sanitation requirements, consumptions, costs, qualities, menus, special parties and others.
- Maintain proper consumption levels as instructed by the company.
- Prepare proper forecast and reach desired revenues for all beverage outlets onboard.
- Sets an example for the entire F&B department by always displaying impeccable behaviour.
- Maintain a smooth interaction between his entire department heads at all time.
- Monitor the moral of all F&B employees and their relationship to each other, with the other departments.
- Assist those employees in the F&B department who need it, ensure that all crewmembers in your department receive a complete familiarization and training for their positions when signing on.
- Creating a high level of moral within the F&B department, developing a good working relation with all others onboard departments, trough cooperating and communication.
- To ensure all crew members within the department follow all the Master's rules and regulations.
- To ensure all crew members within the F&B departments are treated in a fair and unbiased fashion without exception.
- To coordinate all sign on and sign off procedures of crew members within the department with both shore side and shipboard management, ensuring that proper following up and documentation of same is executed. Work hand in hand with the Crew Purser in that matter.
- Reviews and preparing performance evaluations of all his department heads as well as approving all evaluations submitted by his department heads for F&B employees as per company's instructions.
- To ensure that all crew members within the department are periodically evaluated (all 3 month).
- Maintaining effective cost control in all areas of the F&B department.

- Maintaining open communication with the responsible operation shore side and with the Hotel Director.
- Countersigning of all requisitions and purchase requests.
- Approves on a regular basis all overtime payments as prepared by his department heads and the comparing those figures to official budgets.
- Approves all work schedule prepared by his department heads.
- Assist guests in any special request, including but not limited to parties, special functions, and special diets.
- Perform other duties which are requested by the company.

ENSURING CLOSE SUPERVISIONING FOR ALL SERVICES PROVIDED BY THE F&B MANAGER TOGETHER WITH HIS MANAGEMENT TEAM, DIRECTLY OVERSEES THE ACTIVITIES AND MAINTENANCE OF THE FOLLOWING AREAS:

- Main passenger dining rooms and storage areas
- Main galleys and storage areas
- Food and Beverage provision rooms and storage areas
- Satellite food preparation areas (bakery, butcher)
- Provision elevators
- Hotel department mess halls
- Deck and Engine department mess hall
- Officer's mess hall
- Crew galleys, food preparation and storage areas
- Indoor/outdoor food preparation pantries and galleys
- All ship bar and passenger bars and lounges, pantries and storage areas
- Outdoor pier beverage services
- Passenger land tour, food services from ship
- Cabin F & B services

SUPERVISION AND TRAINING

- Control that the crew in all your different departments is receiving continuously the company's trainings units.
- USPH training
- Service training
- General implementation of new standards
- Training of the personnel behaviour in the hotel

REPAIRS

- Ensure that the Chief Engineer is informed of all equipment malfunctions.
- Check daily the repair logbook on the Reception desk.

APPEARANCE/PERSONAL HYGIENE

- The appearance of the entire personnel on board the ship reflects the reputation and image of the company; therefore a great deal of emphasis is placed on a professional appearance. The Company expects you to maintain the highest standard of personal appearance.
- Have a clean neat personal appearance.
- Special attention to grooming, hygiene care and clean and proper uniforms and shoes.
- Hair must be well groomed, neat and not extend over the shirt collar and always be kept clean.
- A moustache is acceptable if kept neatly trimmed.
- Big earrings and big necklaces are not to be worn on duty and more than one moderate size ring is not acceptable.
- Smoking is not permitted while on duty.