

Carnival UK Job Description

Glass House Host (P&O)

The contents of this job description must be used in association with the KSB for this role. The job description summarises the key responsibilities for the role (Technical, Business and People) and the KSB provides the detail for the Knowledge, Skills and Behaviours required to carry out the role competently. This job description gives an overview of the role and as such you will be required to undertake any other duties as requested. You may also need to refer to company regulations which will also form an additional part of your job description.

Reporting to: Assistant Dining & Beverage Manager	Department: Beverage
Leadership Responsibility: Supervision of a Bar & Restaurant Services Team	Location: Fleet based across CUK vessels
Titles of Direct Reports: <ul style="list-style-type: none">- Bartender- Bar Waiter- Bar Utility	Budget Responsibility: Assist with the effective management of the onboard bar costs and inventory budget
Size of Department: up to 15	Revenue Responsibility: Maximise bar cash profit and revenue through generating bar revenue, table utilisation and cost management. Meeting and exceeding agreed targets.

Standard Role Summary:

Supervise an allocated bar and restaurant services team within the Glass House / allocated speciality outlet. Provide a courteous and professional wine, beverage and food service to passengers, officers and crew, ensuring a cost effective and smooth operation is maintained, adhering to company service standards. Provide training in wine knowledge to bar staff.

Primary Responsibility of the Role:

Supervise allocated speciality outlets, providing a professional and expert wine, beverage and food service. Promote the wine programme on board, enhancing the guest / crew experience and achieving the highest level of customer satisfaction. Produce all beverages to the required company standards. Actively engage with the guests regarding wine, explaining the differences between wines and recommend choices based on guest preferences. Prepare, organise and host wine talks, tasting sessions and presentations for guests and generate bar cash profit by promoting agreed campaigns increasing cash profit and revenue by effectively managing cover charges and increasing the sale of beverages, working to exceed targets. Ensure all guests billing is correctly entered into the relevant system in a timely manner.

Ensure all working and cleaning routines and rotas are followed and the appearance and condition of all items including glasses, equipment and bottles meet the required standards.

Undertake the supervision of staff within own area. Ensure staff are competent to undertake their roles by identifying training needs and coaching and mentoring junior team members. Effectively manage the resolution of any service complaints. Ensure the team comply with the all "Responsible Serving of Alcohol" policies and procedures and inform the pertinent Assistant Dining & Beverage Manager when a guest has consumed excessive alcohol.

Make sure the outlet is kept neat and tidy at all times. Set up and clear down the area prior to and after service periods. Ensure all bar equipment is maintained and used correctly by staff, following standard operating procedures and report any repairs required promptly. Fill the dishwasher correctly ensuring all glasses and service ware are cleaned and stored properly.

Control bar budget costs, staff overtime and maintain par stock levels, managing replacements for breakages or damaged items / equipment within budget. Undertake stock takes as and when required and complete regular inspections of the section to ensure the area and equipment is operated and maintained in a sanitised and clean state at

all times. Ensure all relevant IT systems are operational and the fixtures and fittings, within own area, are in the best state of repair reporting any issues and liaising with the relevant department.

Provide a highly visible presence in bar service outlets during service periods and attend corporate sponsored social events as and when required.

Key Responsibilities & Duties:

Core Knowledge & Skills

Experience / Qualifications	Summary of Requirements
	<p>Recognised qualification in Hotel / Hospitality Management or equivalent preferred OR relevant industry experience</p> <p>Level 2 Award in Food Safety or equivalent</p> <p>Experience of working within a high volume hotel premium bar or restaurant establishment</p> <p>Detailed knowledge of fine wines and premium beverages essential</p> <p>Experience of supervising staff within a service environment desirable</p> <p>Competent in the use of most MS Office software</p> <p>Good command of written and spoken English</p>
Certificates	Valid ENG1 medical certificate or equivalent for the duration of each voyage

HESS (Health, Environment, Safety and Security)

Knowledge/Skill	Summary of Responsibilities
Health and Safety	<p>Lead by example by taking care of the health and safety of self and others</p> <p>Report all accidents, 'near miss' incidents and work related ill health conditions to line manager</p> <p>Follow safety rules and procedures</p> <p>Ensure all work equipment, personal protective equipment, substances, and safety devices are used correctly</p> <p>Take part in safety training & risk assessments and suggest ways of reducing risks</p> <p>Carry out risk assessments within designated area of responsibility</p> <p>Actively promote safe working within teams and encourage safe behaviours</p> <p>Undertake safety 'walk rounds' within own area identifying areas of improvement</p>
Public Health	<p>Fully comply with personal hygiene standards as stated in company and public health policies and procedures</p> <p>Follow all company public health policies and procedures appropriate to the role</p> <p>Complete all necessary public health paperwork accurately</p> <p>Institute appropriate public health precautions as relevant to role</p>
Environment	<p>Ensure the team are aware of their Environmental Responsibilities</p> <p>Implement the principles of the onboard Garbage Management Plan and Ship Energy Efficiency Management Plan for area</p> <p>Complete all environmental records accurately</p>
Emergency Duties	<p>Understand own emergency duties and routines onboard ship</p> <p>Take an active part in the ship's team response to an incident</p> <p>Ensure familiar with ship's emergency alarms and routines</p> <p>Ensure familiar in the use of all fire fighting appliances located within area of responsibility</p> <p>Ensure familiar in the use of the ship's life saving appliances and equipment including lifeboats and liferafts</p> <p>Participate fully in all relevant drills and training</p> <p>Know how to raise the alarm when necessary</p> <p>Able to identify escape routes and emergency exits</p> <p>Understand the function and operation of fire screen/splash tight and watertight doors</p> <p>As a Stairway Guide carry out crowd control of stairways ensuring the safe movement of passengers, directing them to the relevant muster station, once all passengers are mustered become part of a muster station</p> <p>Take part in guest clearance from public areas, ensuring passengers have responded</p>

	<p>correctly and the area is clear</p> <p>As holder of PSC & RB may be in charge or 2nd in charge of a survival craft and therefore responsible for the safety and well being of persons inside</p> <p>Maintain order of the survival craft during abandonment of the vessel, ensure survival procedures are followed at all times and that all members of the survival craft crew are fully trained and understand their responsibilities</p> <p>Undertake other emergency duties / routines within the ERP as directed</p> <p>Undertake any other emergency duties required that are specific to vessel</p> <p>Follow all emergency procedures as directed</p>
Safeguarding	<p>Aware of CUK safeguarding children policies and procedures</p> <p>Report any concerns of a safeguarding nature to the Designated Safeguarding Person (DSP)</p>
Security	<p>Apply the correct security measures for own department / area</p> <p>Lead and direct the team in applying security measures and actively promote understanding of security issues</p> <p>Encourage security awareness within the team</p>

Technical

Knowledge/Skill	Summary of Responsibilities
Quality Standards	<p>Train the team in the quality standards agreed for own area and monitor their performance in achieving those standards</p> <p>Ensure production serving standards are followed, dealing with any non-compliance</p>
Customer Service	<p>Respond immediately, positively and calmly to changing customer requirements and needs, and ensure that team members also respond appropriately</p> <p>Regularly find and exploit opportunities to enhance the customer experience and increase satisfaction</p> <p>Engage customers in appropriate conversation to understand customer needs in depth, show high levels of respect for their individual needs and ensure their interests are catered for</p> <p>Plan the activities and services the team provides in response to an in-depth analysis of the guest profile for each cruise</p>
Revenue Generation	<p>Monitor daily revenue and react to any potential shortfalls</p> <p>Provide advice and support to the team to achieve successful sales</p> <p>Understand how to increase revenue generation within own area and actively promote services and promotions</p> <p>Undertake analysis of revenue campaigns to understand what works well, adjusting strategy for future campaigns</p> <p>Identify sales opportunities, working to achieve and exceed set targets</p>
Food Hygiene	<p>Ensure all staff comply with the policies and procedures regarding food hygiene and effectively deal with any non-compliance</p> <p>Undertake regular checks of the area to ensure compliance with strict hygiene protocol</p> <p>Provide advice and guidance to others on implementation of the policy</p>
Beverages	<p>Engage with guests on wine selection describing wines and helping to pair wines with food choices</p> <p>Carry out wine testing sessions, talks and presentations</p> <p>Create and maintain wine displays in relevant areas</p> <p>Keep up to date on current wine trends and guest preferences</p>
Bar Service	<p>Carry out the serving of wine and beverages to the correct serving standards</p> <p>Carry out training on the preparation and service of drinks and undertake quality checks to ensure a consistent services is provided as per service standards</p> <p>Recommend and substitute items when ingredients are not available</p>
Responsible Serving of Alcohol (RSA) for Passengers	<p>Follow the RSA policies and procedures correctly and consistently</p> <p>Inform the pertinent Assistant Dining & Beverage Manager of any guest who has consumed excessive alcohol</p>
Selling (General)	<p>Achieve successful sales by identifying opportunities to upgrade products</p> <p>Maximise upselling opportunities by promoting sales and recommending wine / beverage choices</p>
Marketing & Promotion	<p>Assist with the delivery of simple, tactical promotional campaigns for the department</p> <p>Identify opportunities to positively influence cash profit generation and discuss with pertinent Assistant Dining & Beverage Manager</p>

Business

Knowledge/Skill	Summary of Responsibilities
IT Skills	Competent in the use of most MS Office Software Effectively use the supply and inventory management system
Audit & Compliance	Complete full and accurate records to ensure compliance for both internal and external audits
Financial Management	Understand P&L data from own area and make interpretations of performance from them, explain wastages and variances when required Identify areas of improvement within the product that may reduce overall costs and increase efficiencies Manage own section costs, ensuring within budget Generate revenue by understanding the cost profit of drinks and cocktails and drive promotional activities accordingly Understand bar profit target for own section and actively work to meet and exceed the set targets Regularly evaluate the sections performance in reaching set targets and inform line manager of any issues
Stock Control	Actively monitor wine stock levels within the hotel stores Undertake accurate and complete stock takes, inputting data into relevant system Calculate restocking requirements based on existing stock levels and expected future needs

People / Management

Knowledge/Skill	Summary of Responsibilities
Advising & Influencing	Provide specialist advice to others in a way it can be understood Influence others where appropriate to help make the most effective business decisions
Dealing with Challenging People	Assess situations and make appropriate decisions on when and how to resolve them Confidently and professionally diffuse emotionally charged situations
Quality Assurance	Observe, review and assess all aspects of the quality of service being provided within the team against the agreed quality standards Take action when any element of the service or work being carried out is not up to standard
Planning & Prioritisation	Plan daily work schedules for the team Prioritise tasks and projects for the team, ensuring efficient delivery and in line with the ship's priorities Identify level of store deficiency and assess need for provisions and equipment
Resource Management & Delegation	Delegate tasks with clear instructions, expectations and necessary responsibility Support junior staff members in meeting training objectives and workload
Providing Performance Feedback	Provide prompt feedback in the most effective manner to ensure that the advice is accepted and understood Ensure feedback is both positive and constructive
Coaching & Mentoring	Hold effective developmental discussions with team members Act as a coach or mentor for team members, wider line management and subject specialist situations Identify and undertake team training and development to aid succession planning
Training	Providing training in wine knowledge to restaurant staff

CUK Behavioural Expectations

Speak Up	Identifies and addresses barriers to team speaking up Speaks out about concerns and encourages team to do the same Is comfortable in challenging and raising concerns to all levels Speaks honestly and contributes ideas and views openly Knows and uses the correct channels to report concerns
Respect & Protect	Treats everyone with respect and ensures team does the same; builds trusting relationships Ensures that all team members are included Safeguards the health, wellbeing and safety of colleagues and guests Looks for more efficient and sustainable solutions that protect the environment

	Is compliant when it comes to safety and environmental policy
Improve	Promotes team work and collaboration with other areas Learns from experience & others, takes action to continuously develop Keeps up to date with the rules & protocols Consistently monitors to ensure team's compliance with legal and policy requirements
Communicate	Adjusts style to suit audience Sets the tone by role modelling sound work ethics Talks about and demonstrates the Culture Essentials Regularly shares information, plans & priorities and invites open discussion Is widely trusted, transparent and free from hidden agendas
Listen & Learn	Seeks and is open to feedback: learns for others observations Reviews data from audits, surveys and reports to ensure continuous improvement Consults with others to improve knowledge & judgment Takes ownership of challenges & obstacles even if outside
Empower	Understand the needs of others Coaches others & creates an environment where people do their best work Invites input from team, encourages diversity of thought, shares ownership and visibility Communicates with energy and engages the team in getting results Invests time and energy in supporting and upskilling team

Person Specification

	Has experience of / ability to supervise a team
	Passionate and highly knowledgeable about wines, understands the difference between the main grapes and able to describe different wines
	Demonstrates confident and engaging communication skills, comfortable hosting talks to groups of guests
	Strives to meet sales targets and maximises selling opportunities where possible
	Passionate about delivering a great service to customers and continually looks to improve
	Attentive to the passengers needs, works to provide an anticipative service
	Supervises the team by empowering others and encouraging collaborative working
	Creates a positive working environment building a culture of openness and trust
	Works well with a wide variety of people, regardless of status, background or gender
	Organised, structured and focused on the detail in their approach to work
	High attention to detail, ensures the guests are served correctly enhancing the guest experience
	Calm under pressure, taking a logical approach to problem solving and involving and communicating to relevant stakeholders throughout
	Adaptable and flexible in the face of change or unanticipated events, able to prioritise changing workloads
	Communicates assertively and honestly at all times
	Socially confident and adopts a professional manner, comfortable making conversation with guests
	Takes responsibility for own learning and is proactive in increasing own knowledge and skills
	Loyal to the Carnival UK brand and compliant with company policies and procedures

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