

Carnival UK Job Description

Food & Beverage Manager

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: Hotel General Manager	Department: Hotel
Leadership Responsibility: Food & Beverage Department	Location: Fleet based across CUK vessels
Titles of Direct Reports: <ul style="list-style-type: none"> - Executive Chef - F&B Services Manager - Bars Manager - Hotel Inventory Manager - Senior Restaurant Manager - F&B Administrator 	Budget Responsibility: Manage Department Cost and Inventory Budget Expenditure
Size of Department: up to 500	Revenue Responsibility: Maximise on board profit by delivering agreed product in a consistent manner. Seek to improve revenue and customer service on current and future cruises

Standard Role Summary:

Oversee and manage the entire on board Food and Beverage Operation, ensuring that high standards in all restaurant, bars, galleys and hotel stores are maintained at all times. Provide an efficient, smooth and financially sound operation, enhancing the passenger and crew experience.

Primary Responsibility of the Role:

Ensure Food and Beverage products and services are relevant and delivered in line with corporate standards and comply with all legal, safety, environmental and hygiene policies and procedures.

Build and maintain an effective team ensuring all service issues are resolved in a professional and customer focused manner. Identify and develop opportunities to enhance the customer experience and increase passenger satisfaction scores.

Effectively manage own department, ensure adequate resourcing of teams, complete appraisals identifying development opportunities and provide support to managers and supervisors to guide, motivate and direct their respective teams.

Manage department costs within budget: monitor and control expenditure, food cost and the cost effective use of all resources within the food & beverage operation. Lead and assist managers to increase their revenue generation, help to identify areas which need more support and develop corrective action plans. Communicate, implement and monitor initiatives within the department in order to maximise on board revenue.

Liaise effectively with shore team regarding food and beverage supplies and equipment and ensure any new policies and initiative are understood and disseminated to the onboard team.

Attend corporate sponsored social events as the figurehead of the Food and Beverage department.

Key Responsibilities & Duties:

Core Knowledge & Skills

Experience / Qualifications	Summary of Requirements
	<p>BTEC/HCIMA/HND/Degree or equivalent experience in relevant specialism</p> <p>Experience of working within a 3 star, or higher, high volume Hotel or restaurant operation</p> <p>Comprehensive understanding of COSHH</p> <p>Knowledge of United States Public Health (USPH)</p> <p>Management Elev8 Program – Leading for the future</p> <p>Previous, proven experience of managing a team</p> <p>Advanced Food Hygiene Certificate desirable</p> <p>Knowledge of pest control desirable</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 Senior Officer and Safety department</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>Liaise with relevant public health authorities and respond appropriately to changes in local / national / international public health policy to ensure the company remains compliant</p> <p>Ensure all company public health policies and procedures are followed</p> <p>Institute appropriate public health precautions as relevant to role</p>
Environment	<p>Ensure the team are aware of their Environmental responsibilities as defined by ISO 14001 and as stipulated by Carnival UK</p> <p>Apply company procedures regarding Environmental Management consistently across the department</p> <p>Monitor compliance to environmental legislation and effectively deal with areas of concern</p> <p>Carefully manage the environmental impacts of all tasks under own responsibility</p>
Emergency Duties	<p>Understand the emergency duties of self and those within own area</p> <p>Direct and instruct others in the use of life saving & fire fighting appliances in an emergency situation</p> <p>Direct a team in carrying out their emergency duties</p> <p>Co-ordinate emergency response with others across the ship, responding to orders and feeding back reports</p> <p>Lead & coordinate actions to be taken in a range of shipboard incidences as defined in the company's emergency procedures</p> <p>Co-ordinate the movement and management of a large group of crew / passengers over a specified area, such as a muster station, through the correct deployment and briefing of staff</p> <p>Make decisions and adapt plans as situations develop, providing feedback to the senior responsible officer</p> <p>Manage and react to the behaviours and needs of crew / passengers to maintain safety</p> <p>Responsible for passenger clearance from public areas, ensuring passengers have responded correctly and the area is clear</p> <p>Undertake mustering of own department and ensure all personnel are accounted for</p> <p>Ensure supervisors receive adequate training to undertake their duties and make sound decisions</p>

	Undertake other emergency duties / routines within the ERP as directed Undertake any other emergency duties required that are specific to vessel Follow all emergency procedures as directed
Safeguarding	Aware of CUK safeguarding children policies and procedures Report any concerns of a safeguarding nature to the Designated Safeguarding Person (DSP)
Security	Apply the correct security measures for own department / area Lead and direct the team in applying security measures and actively promote understanding of security issues Encourage security awareness within the team

Technical

Knowledge/Skill	Summary of Responsibilities
Quality Standards	Ensure agreed quality standards are maintained Undertake regular monitoring of standards and performance within the whole department Ensure Managers undertake consistent and continual monitoring of their section to ensure compliance to and achievement of standards, training and supporting where required Make tactical changes to the quality standards in operationally exceptional cases always reverting to the company agreed standard Suggest strategic changes / improvements to both ship and shore side operations using the agreed procedure
Food Hygiene	Oversee the F&B department ensuring all staff comply with the policies and procedures regarding food hygiene and effectively deal with any non-compliance Ensure regular checks of the area are undertaken to ensure compliance with strict hygiene protocol Proactively identify improvements and suggest changes for possible inclusion in the policy as required Provide advice and guidance to others on implementation of the policy Confidently and professionally deal with any passenger incidents and formal audits / inspections relating to food hygiene
Customer Service	Respond immediately, positively and calmly to changing customer requirements and needs, and ensure that team members also respond appropriately Regularly find and exploit opportunities to enhance the customer experience and increase satisfaction 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 Plan the activities and services the team provides in response to an in-depth analysis of the passenger profile for each cruise

Business

Knowledge/Skill	Summary of Responsibilities
IT Skills	Competent in the use of most MS Office Software Proficient in the use of Stores Management System
Commercial Decision Making	Make reasoned commercial decisions using stock movement and cost and revenue data from across a range of outlets to maximise profit Assist managers to make decisions where there are conflicts between outlets which have a commercial impact Collate a range of financial and other data to analyse and support business decisions
Revenue Generation	Develop and implement appropriate revenue strategies for each cruise Provide advice and support to Managers to understand, improve and drive revenue Drive performance of the balance business scorecard Work with Managers to analyse revenue campaigns, understanding what works well and adjusting strategies for future campaigns Oversee revenue generation for whole department, ensuring any shortfalls are quickly identified and rectified and effective action plans implemented

Stock Control	Review stock orders and challenge where unusual or incorrect Use historical data to support discussions if required and investigate any variances Oversee all stock order planning for the longer term
Financial Management	Manage department costs within budget and ensure delivery of overall budget performance Monitor performance against budget, investigate any variances or shortfalls and identify and report on corrective actions Monitor and manage expenditure and food / beverage wastage by the effective use of all resources Define and analyse financial and non-financial data, explaining any variances Support staff to understand and contribute to financial management processes e.g. stock control, ILO, and other financial data and budgets
Audit & Compliance	Carry out audits of the Food and Beverage department, following a prescribed process to ensure that information is gathered systematically and comprehensively Co-ordinate resources on ship to support the audit in gathering the required data to evidence compliance Complete full and accurate records to demonstrate compliance with the audit
Marketing & Promotion	Identify opportunities to positively influence revenue generation Suggest promotional initiatives for outlets within the Food and Beverage department by using the agreed evaluation process and seek prior agreement before implementation
Selling (General)	Coach and support the team to achieve successful sales using a range of techniques
Designing Improvements	Continually review the operation identifying and implementing improvements Develop a range of ideas and clear and structured proposals as required to analyse and recommend the options identified
Driving Change	Drive change implementation within the team and wider business ensuring robust communication and support systems are in place Support others to cope with and respond positively to change Review the change progress and adjust plans to respond to difficulties and ensure the changes are embedded
Ship's Programme & Services	Suggest future programmes and initiatives taking the ship's programme and services into account in order to provide an innovative service to passengers

People / Management

Knowledge/Skill	Summary of Responsibilities
Advising & Influencing	Provide specialist advice to support relevant situations and decisions Present complex information to non-specialists in the most appropriate format to enable decisions to be made Establish and develop strong relationships across departments
Dealing with Challenging People	Deal with challenging situations in a confident and professional manner Coach, train, and support others in dealing with such situations
Facilitation Skills	Run meetings effectively, including agendas and timing and ensuring views are heard Facilitate meetings discussing pertinent issues, reaching agreed actions
Quality Assurance	Observe, review and assesses all aspects of the quality of service being provided across the ship against the agreed quality standards Support F&B Managers to take action and resolve issues when any element of the service or work being carried out is not up to standard
Planning & Prioritisation	Work with and support the F&B Managers to plan and prioritise across departments and teams Make longer term strategic decisions for the function, taking into account varying schedules and service requirements
Resource Management & Delegation	Manage resources across, and resolve conflicts between, teams Make decisions regarding resources allocation onboard and support and encourage managers to make effective delegation decisions
Providing Performance Feedback	Provide prompt feedback in the most effective manner to ensure that the advise is accepted and understood Coach and train others to provide performance feedback ensuring it is both positive and constructive

Coaching & Mentoring	Hold effective developmental discussions in order to improve delivery of service Act as a coach or mentor to a range of people across the ship, outside of line management, or subject specialist situations Train others in being a mentor or coach
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CUK Behaviours (Refer to the skills profile for detailed CUK Behaviours)

Leadership Style	Guides and directs the team in delivering an excellent service to both passengers and crew Engages and empowers the team to be confident and competent when dealing with difficult situations Able to make decisions and take responsibility for complex situations Takes pride in self and work and is ethical and empathetic in approach
Future Focused / Making Change Happen	Understands the business priorities and vision and works towards achieving corporate objectives Takes a strategic approach and looks ahead to identify issues and opportunities Puts plans in place to avoid unnecessary risk Is supportive of change and actively encourages others through any change process
Enabling & working with the team / Being visible	Supports and encourages the team to develop and progress Understands the impact of self on others and is a role model of behaviour Is inclusive of others, building a culture of trust and honesty Builds professional relationships across the ship working collectively with others
Straight Talking	Articulates well with others, ensuring clear and understood instruction Professional and respectful of others input, able to consult collaboratively with others to achieve desired outcome
Customer Centred	Provides a customer focused environment Works proactively to anticipate and understand the needs of the passengers Deals with feedback positively and continually strives to improve the delivery of the service by the team, improving customer satisfaction
Leading Safety	Drives and leads the safety culture and encourages others to continuously improve Takes responsibility seriously for the safety of all onboard the ship

Person Specification

	Extremely confident in formal social situations and comfortable making conversation with passengers
	Able to generate ideas and be creative in approach to marketing their department, suggesting innovative ways of working and attracting new business opportunities
	Decisive and responsive to emerging situations
	Remains calm and courteous at all times
	Makes sound judgements under pressure
	Demonstrates cultural and interpersonal sensitivity in dealings with others
	Works well with a wide variety of people, regardless of status and background
	Proactive in engaging with and communicating to key stakeholders
	Conscientious about keeping commitments
	Organised, structured and focused on the detail in their approach to work
	Models high standards of ethics and appropriate behaviour
	Considers and manages risk (safety and reputational) in all situations
	Adaptable and flexible in the face of change or unanticipated events
	Loyal to the Carnival UK brand and compliant with company policies and procedures

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