

Carnival UK Job Description

Dining & Beverage Manager

The contents of this job description must be used in association with the KSB for this role. The job description summarizes 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: F&B Manager	Department: Food & Beverage
Leadership Responsibility: Restaurant & Bar Department	Location: Fleet based on selected P&O Cruises Vessels
Titles of Direct Reports: - Asst. Dining & Beverage Managers	Budget Responsibility: Manage the onboard bar & restaurant costs and inventory budget effectively
Size of Department: up to 500	Revenue Responsibility: Maximise opportunities to increase revenue in select dining, restaurants and bars

Standard Role Summary:

Overall responsibility for the management of all Dining and Beverage outlets on board for guests and crew. Ensure a consistent, smooth and efficient operation is provided, achieving the highest level of **guest** satisfaction throughout all of the dining and beverage experiences.

Primary Responsibility of the Role:

Effectively manage the department to provide an efficient, smooth and financially sound operation, enhancing both the guest and crew experience. Oversee and support the Asst. Dining & Beverage Managers in running an effective operation to ensure great service is delivered and identify areas of improvement, continually striving to improve guest satisfaction scores and effectively resolve guest issues or complaints. Work effectively with other departments to optimise revenue usage and maximise revenue opportunities. Ensure all relevant IT systems are operational and the fixtures and fittings within the outlets are in the best state of repair including tables, crockery, silverware glassware and linen meet the required standards, reporting any issues and liaising with the relevant department.

Effectively market and promote Select and Alternative dining to ensure maximum covers. Use different methods of communication and suggest new marketing ideas to heighten guest's awareness of the restaurants.

Actively generate bar cash profit by understanding the guest profile of each cruise and organising promotions to increase cash profit generating opportunities. Appropriately cater for special events such as weddings or cocktail parties and ensure all guest billing is correctly entered into the relevant system in a timely manner.

Develop, coach and lead our people and ensure appraisals are completed identifying development opportunities and provide support to managers to guide, motivate and direct their respective team members. Coordinate and deliver coaching and training activities to develop the skills of the team, continually trying to improve guest service. Ensure all work is carried out safely, efficiently and in accordance with all current safety and company regulations, including the Public Health Policies and Procedures.

Reconcile reports for gratuities / incentives, certifying that the information is all correct before progressing. Ensure all work is carried out safely, efficiently and in accordance with all current safety and company regulations, including the Public Health Policy and Procedure. Effectively manage area of responsibility, complete appraisals identifying development opportunities and oversee the resource manning for all areas, utilising staff effectively across outlets.

Proactively react to changing / emerging situations ensuring staff are available to serve provisions to guests where possible. Schedule staff to attend outside catering events and other special events as and when required.

Effectively monitor and manage costs and work with the Immigration & Planning manager to effectively schedule resources within the department. Maintain par stock levels and manage replacements for breakages or damaged items/equipment within budget. Undertake regular checks and inspections and ensure all equipment is operational and maintained in a sanitised and clean state at all times.

Oversee the effective operation of officer and crew mess rooms, ensuring stock takes are completed and a high level of service is provided.

Provide a highly visible presence in the restaurant 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>WSET Level 4 or Higher Certificate or NVQ III in Beverage Service or diploma / degree in Hotel / Hospitality Management or equivalent preferred or relevant industry experience</p> <p>Experience of working within a 4 / 5 star high volume hotel preferred or alternatively large volume branded high street food and beverage operations.</p> <p>Experience of managing large volumes of staff within a service environment and exceeding service and revenue targets</p> <p>Sound knowledge of budgets, stock management and food wastage gained within a corporate environment</p> <p>Level 3 Award in Supervising Food Safety in Catering Management, Catering, Hospitality or Hotel Management qualifications desirable</p> <p>Competent in the use of most MS Office software</p> <p>Good command of written and spoken English</p> <p>Train the Trainer qualification preferable</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>Understand the significance of public health issues onboard in relation to the health and wellbeing of persons onboard and to ports of call</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 the emergency duties of self and those within own area</p> <p>Direct and instruct others in the use of life saving & firefighting 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 / guests 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 / guests to maintain safety</p> <p>Responsible for guests clearance from public areas, ensuring guests have responded correctly and the area is clear</p> <p>Ensure all equipment is secure and isolated</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> <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>Ensure agreed quality standards and Standard Operating Procedures are maintained within outlets</p> <p>Undertake regular monitoring of standards and performance within the whole department</p> <p>Ensure direct reports undertake consistent and continual monitoring of their section to ensure compliance to and achievement of standards, training and supporting where required</p> <p>In conjunction with the F&B Manager make tactical changes to the quality standards ensuring that company standards are met</p> <p>Where appropriate suggest strategic changes / improvements to both ship and shore side operations using the agreed procedure</p>
Guest Service	<p>Respond immediately, positively and calmly to changing guest requirements and needs, and ensure that team members also respond appropriately</p> <p>Regularly find and exploit opportunities to enhance the guest experience and increase satisfaction</p> <p>Engage guests in appropriate conversation to understand their 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 restaurant team provides in response to an in-depth analysis of the guests profile for each cruise</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>
Dietary Requirements	<p>Understand the special dietary requirements for guests</p> <p>Discuss dietary concerns with relevant guests and proactively inform them of the menu items which may cause them an issue</p> <p>Ensure any dietary requirements are communicated to colleagues and appropriately catered for and ensure that team knowledge is a constant focus thru training and awareness</p>
Marketing & Promotion	<p>Design and deliver simple, tactical promotional campaigns for the Restaurant department</p> <p>Identify opportunities to positively influence revenue generation</p>

Business

Knowledge/Skill	Summary of Responsibilities
IT Skills	Competent in the use of most MS Office Software
Revenue Generation	<p>Develop and implement appropriate revenue strategies for each cruise</p> <p>Provide advice and support to the team to understand, improve and drive revenue and use the onboard F&B revenue meetings to drive focus thru the teams</p> <p>Work with the team to analyse revenue campaigns, understanding what works well and adjusting strategies for future campaigns</p> <p>Oversee revenue generation for department, ensuring any shortfalls are quickly identified and rectified and effective action plans implemented</p> <p>Cost special offers ensuring an acceptable profit is realised</p> <p>Keep up to date with current international trends, innovations and new products</p> <p>Ensure all staff are aware of high cash profit items</p>
Audit, Compliance & Quality Assurance	<p>Ensure the departments compliance with relevant statutory, legal and policy requirements</p> <p>Ensure structured monitoring and reviewing of relevant policies is undertaken</p> <p>Use recorded data to respond to requests from shore-side and on-board auditors providing evidence of compliance</p> <p>Act on any audit findings, implementing agreed action plans</p> <p>Carry out training on the preparation and service of drinks and undertake quality checks to ensure a consistent service is provided as per service standards</p> <p>Recommend and substitute items when ingredients are not available</p> <p>Ensure high level of service standards are maintained</p>
Financial Management	<p>Manage department costs within budget and ensure delivery of overall budget performance</p> <p>Analyse stock management using the supply and inventory management system</p> <p>Understand P&L data and monitor performance against budget, investigate any variances or shortfalls and identify and report on corrective actions</p> <p>Monitor and manage expenditure by the effective use of all resources</p> <p>Define and analyse financial and non-financial data, explaining any variances</p> <p>Support staff to understand and contribute to financial management processes e.g. stock control, ILO, and other financial data and budgets</p> <p>Identify areas of improvement within the product that may reduce overall costs and increase efficiencies</p> <p>Generate revenue by understanding the cash profit of all items and target promotional activities accordingly</p> <p>Set targets for the team and monitor performance of individuals in reaching targets</p> <p>Track data and analyse / monitor performance of initiatives</p>
Stock Control	<p>Review stock orders and challenge where unusual or incorrect</p> <p>Use historical data to support discussions if required and investigate any variances</p> <p>Oversee all stock order planning for the longer term (e.g.) future cruises</p> <p>Liaise with Inventory Manager / shore side proactively managing stock levels, identifying any areas of concern</p> <p>Use historical data and sales mix information to prepare and plan future orders</p> <p>Manage stock in circulation, maintaining par stock levels</p> <p>Monitor breakages and manage replacements within budget</p> <p>Review and monitor all bar orders placed taking into account consumption history and storing schedules</p>
Responsible Serving of Alcohol (RSA) for Guests	<p>Train others in RSA conduct and provide advice and guidance on the implementation of the policy</p> <p>Ensure the policy is strictly adhered to throughout the department</p>

People / Management

Knowledge/Skill	Summary of Responsibilities
Advising & Influencing	<p>Provide specialist advice to support relevant situations and decisions</p> <p>Present information to other departments in the most appropriate format to enable decisions to be made</p>
Dealing with Challenging People	<p>Deal with challenging situations in a confident and professional manner.</p> <p>Use own knowledge and experience to coach and support others in dealing with such situations</p>
Quality Assurance	<p>Observe, review and assesses all aspects of the quality of service being provided throughout the department against the agreed quality standards</p> <p>Support managers / supervisors to take action and resolve issues when any element of the service or work being carried out is not up to standard</p>

Planning & Prioritisation	Plan work schedules for the team Prioritise tasks and projects for the team, ensuring efficient delivery and in line with the ship's priorities Pre plan crew changes ensuring any gaps in staffing are identified and effectively dealt with
Resource Management & Delegation	Manage standard work routines within the department working with the Immigration & Planning Manager Effectively utilise staff across areas to ensure the most efficient use of resources Make decisions regarding resources allocation onboard and support and encourage managers / supervisors to make effective delegation decisions
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 and documented accordingly
Coaching & Mentoring	Hold effective developmental discussions with team members Act as a coach or mentor for team members and subject specialist situations Identify and undertake team training and development
Facilitation Skills	Run team meetings effectively, including agendas, timing and ensuring views are heard Facilitate meetings discussing pertinent issues, reaching agreed actions

CUK Behaviours (Refer to the skills profile for detailed CUK Behaviours)

Officer / Supervisor Style	Thinks about their style and approach and how this impacts the team Works as part of the team to achieve agreed goals Supports and encourages others, helping to build a positive and open culture
Thinking Ahead / Making Change Happen	Thinks ahead when working with a team and helps others to change Identifies problems and actively works to generate solutions
Working with Others	Works collaboratively, supporting and encouraging others to achieve objectives Actively works to improve own knowledge and experience and is approachable to others Respects colleagues and guests and gives constructive and helpful feedback
Communicating Effectively	Proactive and positive in their communications with the team and others
Guest Centered	Actively engages positively with the guests ensuring a personal service is provided Understands how their role directly impacts the guests experience and ensures the Restaurant team provide an unrivalled customer focused service Deals with feedback positively and strives to deliver a consistently high service
Acting Safely	Takes responsibility for health and safety of self and others and always considers safety in their everyday tasks and activities

Person Specification

	Has experience of managing a large team (100+)
	Passionate and knowledgeable about the industry, keeps up to date on current trends, innovative ideas and guest preferences
	Attentive to the guest needs, works to provide an anticipative service and exceed targets
	Able to build strong relationships with both guests and the wider ship team
	Leads the team by empowering others and encouraging collaborative working
	Creates a positive working environment building a culture of openness and trust
	Motivates others to provide excellent customer service, by utilising key management tools such as training and succession planning
	Organised, structured and focused on the detail in their approach to work, requires minimal supervision and is a self-starter, skilled in multi-tasking
	High attention to detail, ensures the look and feel of all restaurant areas are to the highest standard
	Calm under pressure, taking a logical approach to problem solving and involving and communicating to relevant stakeholders throughout
	Decisive and responsive to emerging situations
	Adaptable and flexible in the face of change or unanticipated events, able to prioritise changing workloads
	Communicates assertively and honestly at all times
	Extremely confident in formal social situations and comfortable making conversation with guests
	Loyal to the Carnival UK brand and compliant with company policies and procedures and standards

Version no for Job Description	Issued By	Date of Issue
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Simon Coley

23rd May 2019