

Carnival UK Job Description

Restaurant Host

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: Asst Dining & Beverage Manager	Department: Food & Beverage
Leadership Responsibility: None	Location: Fleet based on selected P&O Cruises Vessels
Titles of Direct Reports: - None	Budget Responsibility: Support the F&B department with maintaining cost controls – F&B Consumables
Size of Department: up to 100	Revenue Responsibility: Maximise opportunities to increase revenue in select dining, restaurants and

Standard Role Summary:

The Restaurant Host is the first employee to interact with arriving guests as they enter the restaurant. It is the job of the host to greet arriving guests, welcome them into the establishment and seat them. The guests receive their first impression of the service of the restaurant by their exchange with the host

The host is a personal representation of the service and overall hospitality of the staff of the restaurant. While guests are waiting to be seated or waiting for take-out orders to be ready, it is the job of the host to ensure that the guests are made comfortable and kept informed of the status of their orders or wait times.

Primary Responsibility of the Role:

The responsibilities of the host include monitoring the open dining sections of the restaurant for empty and cleaned tables, estimating wait times for guests, monitoring the guest waiting list, and ensuring that the needs of the guests are met while they are waiting. The hostess is often responsible for answering the telephone, booking reservations and moving tables together to accommodate large parties. (N/A during Covid protocols)

Function:

As guests arrive, the host assesses the dining room / Silverware Reservation system and, if an accommodating table is available, escorts the guests to the table. Upon returning to the station, host is to make necessary changes to the dining room occupancy chart / booking systems. The Restaurant Host provides a highly visible presence in the restaurant during service periods and conducts tasks as per summary below:

- Welcome guests to the venue
- Provide accurate wait times and monitor waiting lists
- Ensure pager systems and IT systems are all in working order
- Manages venue reservations
- Supports the information flow for dietary requirements to the service teams
- Escort guests to assigned tables – or dependant on the venue hands over the guest to the wait teams
- Provide menus and announce Waiter/Waitress's name
- Greet customers upon their departure
- Coordinate with wait staff about available seating options
- Maintains a clean reception area
- Cater to guests who require extra attention (e.g. children, elderly)
- Answer incoming calls and address customers' queries
- Assist wait staff as needed
- Responds to guest inquiries and requests in a timely, friendly, and efficient manner.
- Performs opening and closing duties, as needed

- Assists others with side work including, but not limited to cleaning, stocking, folding silverware, etc.
- Helps fellow team members and other departments wherever necessary to maintain positive working relationships.
- Handles venue specific reservation cards (if applicable) and delivery to the guests cabin
- Liaises with CSM, Concierge, Butlers and other departments ensuring Suite and VIP guests receive the expected level of Guest Experience
- Communicates with the galley for any daily changes to food menus / availability
- Checks the daily program to ensure that all information is correct for venue dining times
- Supports the venue management with compliance to all Health and Safety protocols
- Administrative tasks as designated by F&B Leadership

Key Responsibilities & Duties:

Core Knowledge & Skills

Experience / Qualifications	Summary of Requirements
	<ul style="list-style-type: none"> • Excellent verbal and written Communication skills - Strong English language skills are a prerequisite for this role • Excellent Customer Service skills – demonstrable • Ability to remain calm under pressure and handle conflict / difficult situations • Understanding of restaurant etiquette and the guest journey • Excellent administration skills and PC proficient with MS Word and Excel as must – Silverware or other booking apps an advantage • High levels of attention to detail and professionalism • Previous experience as a Host is an advantage / Guest relations • Familiarity with health and safety regulations • Ability to communicate upwards
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>Make recommendations for improvement to F&B Leadership team</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 / Restaurant booking systems an advantage
Revenue Generation	Support the F&B revenue strategies for each cruise by recommending and driving the Specialty Restaurants with guests. Work with the team to analyse revenue campaigns, understanding what works well and adjusting strategies for future campaigns Keep up to date with current international trends, innovations and new products
Audit, Compliance & Quality Assurance	Support the departments compliance with relevant statutory, legal and policy requirements Act on any audit findings, implementing agreed action plans Ensure high level of service standards are maintained
Financial Management	Support F&B leadership in ensuring departmental costs within budget and ensure delivery of overall budget performance Identify areas of improvement within the product that may reduce overall costs and increase efficiencies Generate revenue by understanding the cash profit of all items and target promotional activities accordingly
Stock Control	Raise any issues with restaurant stocks to the venue leadership
Responsible Serving of Alcohol (RSA) for	Ensure the policy is strictly adhered to throughout the venue raising any concerns to F&B Leadership

People / Management

Knowledge/Skill	Summary of Responsibilities
Advising & Influencing	Provide specialist advice to support relevant situations and decisions Present information to other departments in the most appropriate format to enable decisions to be made
Dealing with Challenging People	Deal with challenging situations in a confident and professional manner. Use own knowledge and experience to coach and support others in dealing with such situations
Quality Assurance	Ensure all aspects of the expected Guest Experience are being provided throughout the venue against the agreed quality standards 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
Planning & Prioritisation	Plan reservations and bookings for the assigned venue Prioritise tasks and projects for the venue ensuring efficient delivery and in line with the ship's priorities

CUK behavioural expectations	
Speak Up	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Seeks and is open to feedback: learns from 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	<ul style="list-style-type: none"> 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 managing reservations – previous demonstrable Customer Service skills a must
	Must have excellent verbal and written communication and
	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
	Excellent PC skills – MS office essential
	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

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