

# Carnival UK Job Description

## Assistant Manager Bars

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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.

<b>Reporting to:</b> Bars Manager	<b>Department:</b> Beverage
<b>Leadership Responsibility:</b> Beverage Department	<b>Location:</b> Fleet based across CUK vessels
<b>Titles of Direct Reports:</b> - Bar Team Leader	<b>Budget Responsibility:</b> Assist with the effective management of the onboard bar costs and inventory budget
<b>Size of Department:</b> up to 120	<b>Revenue Responsibility:</b> Maximise bar cash profit through revenue and cost management, meeting and exceeding agreed targets

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### Standard Role Summary:

Responsible for assisting the Bars Manager in managing the bar services department, ensuring a smooth and efficient operation, achieving the highest level of customer satisfaction.

### Primary Responsibility of the Role:

Deputise for the Bars Manager, as and when required. 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.

Actively generate bar cash profit by understanding the passenger 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 passengers billing is correctly entered into the relevant system in a timely manner.

Direct the team to provide an efficient, smooth and financially sound operation, enhancing the passenger experience. Maintain and improve standards continually striving to improve passenger satisfaction scores and effectively resolve passenger issues or complaints. Assist in the effective management of department issues. Ensure all relevant IT systems are operational and all IT/technical fixtures and fittings within the outlets are in the best state of repair, reporting any issues and liaising with the relevant department.

Manage, monitor, develop and train members of the team to ensure the provision of a high quality, bar service. 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.

Monitor and control operating costs, ILO's, bar products and resources within area and inform the Bars Manager of any issues immediately. Maintain par stock levels and manage replacements for breakages or damaged items/equipment within budget. Complete regular checks to ensure the section and equipment is operated and maintained in a sanitised and clean state at all times.

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

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## Key Responsibilities & Duties:

### Core Knowledge & Skills

Experience / Qualifications	Summary of Requirements
	<p>WSET Level 3 in Wines and Spirits or NVQ II/III in Beverage Service or diploma / degree in Hotel / Hospitality Management or equivalent preferred or relevant industry experience</p> <p>Level 3 Award in Supervising Food Safety in Catering or equivalent</p> <p>Experience of working within a volume hotel or restaurant establishment required, preferably a 4 / 5 star rating</p> <p>Working knowledge of budgets and cash profit within a bar services environment</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>
<b>Certificates</b>	Valid ENG1 medical certificate or equivalent for the duration of each voyage

### HESS (Health, Environment, Safety and Security)

Knowledge/Skill	Summary of Responsibilities
<b>Health and Safety</b>	<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 &amp; 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>
<b>Public Health</b>	<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> <p>Ensure staff fully comply with personal hygiene standards as stated in company and public health policies and procedures</p>
<b>Environment</b>	<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>
<b>Emergency Duties</b>	<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>Undertake mustering of own department and coordinate the activities of the stairway guides</p> <p>Ensure each stairway is manned by the appropriate levels of experience</p> <p>Ensure supervisors / stairway guides receive adequate training to undertake their duties and make sound decisions</p> <p>Take part in passenger clearance from public areas, ensuring passengers have responded correctly and the area is clear</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>
<b>Safeguarding</b>	<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>
<b>Security</b>	<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</p>

	security issues Encourage security awareness within the team
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## **Technical**

<b>Knowledge/Skill</b>	<b>Summary of Responsibilities</b>
<b>Quality Standards</b>	Train the team in the quality standards agreed for own area and monitor their performance in achieving those standards Ensure serving standards are followed, dealing with any non-compliance
<b>Customer Service</b>	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
<b>Revenue Generation</b>	Provide advice and support to others to achieve successful sales Understand how to increase revenue generation within own area and actively promote services and promotions Undertake analysis of revenue campaigns to understand what works well, adjusting strategy for future campaigns Identify sales opportunities, working to achieve and exceed set targets
<b>Food Hygiene</b>	Ensure all staff comply with the policies and procedures regarding food hygiene and effectively deal with any non-compliance Undertake regular checks of the area to ensure compliance with strict hygiene protocol Provide advice and guidance to others on implementation of the policy
<b>Beverages</b>	In conjunction with the Bars Manager cost special offers ensuring an acceptable profit is realised Keep up to date with current international bar trends, innovations and new products Ensure all staff have a good knowledge of the beverages they are serving Ensure all staff are aware of high cash profit items Ensure staff create cocktails and beverages as per company standards and recipes
<b>Bar Service</b>	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 Recommend and substitute items when ingredients are not available
<b>Responsible Serving of Alcohol (RSA) for Passengers</b>	Train others in RSA conduct and provide advice and guidance on the implementation of the policy Ensure the policy is strictly adhered to throughout the department
<b>Selling (General)</b>	Achieve successful sales by identifying opportunities to upgrade products and maximising upselling opportunities Provide advice, guidance and support to others to achieve successful sales
<b>Marketing &amp; Promotion</b>	Assist with the delivery of simple, tactical promotional campaigns for the department Identify opportunities to positively influence cash profit generation and discuss with the Bars Manager Assist with the implementation of new products and promotions Ensure the correct beverage collateral is being used as per company standards at all times Ensure all marketing printed material is used in accordance with Brand Marketing Guidelines

## Business

<b>Knowledge/Skill</b>	<b>Summary of Responsibilities</b>
<b>IT Skills</b>	Competent in the use of most MS Office Software Effectively use the supply and inventory management system
<b>Audit &amp; Compliance</b>	Ensure the departments compliance with relevant statutory, legal and policy requirements Ensure structured monitoring and reviewing of relevant policies is undertaken Use recorded data to respond to requests from shore-side and on-board auditors providing evidence of compliance Act on any audit findings, implementing agreed action plans
<b>Financial Management</b>	Analyse stock management using the supply and inventory management system Understand P&L data and monitor performance against budget, investigate any variances or shortfalls and identify and report on corrective actions Monitor and manage expenditure 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 Identify areas of improvement within the product that may reduce overall costs and increase efficiencies Use knowledge of top ten profit earners to achieve and exceed revenue targets Monitor the performance of individuals in reaching set targets Track data and analyse / monitor performance of initiatives within own outlet Ensure all IT systems have correct pricing and recipe depletions
<b>Stock Control</b>	Review stock orders and challenge where unusual or incorrect Use historical data to support discussions if required and investigate any variances Assist with stock order planning for the longer term (e.g.) future cruises Liaise with Hotel Stores Manager / shore side proactively managing stock levels, identifying any areas of concern Use historical data and sales mix information to prepare and plan future orders Manage stock in circulation, maintaining par stock levels Monitor breakages and manage replacements within budget

## People / Management

<b>Knowledge/Skill</b>	<b>Summary of Responsibilities</b>
<b>Advising &amp; Influencing</b>	Provide specialist advice to others in a way it can be understood Influence others where appropriate to help make the most effective business decisions
<b>Dealing with Challenging People</b>	Assess situations and make appropriate decisions on when and how to resolve them Confidently and professionally diffuse emotionally charged situations
<b>Quality Assurance</b>	Observe, review and assesses all aspects of the quality of service being provided throughout the department 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
<b>Planning &amp; Prioritisation</b>	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
<b>Resource Management &amp; Delegation</b>	Understand the skills and competencies of the staff and deploy them effectively Plan for absences Delegate tasks with clear instructions, expectations and necessary responsibility
<b>Providing Performance Feedback</b>	Provide prompt feedback in the most effective manner to ensure that the advice is accepted and understood Ensure feedback is both positive and constructive
<b>Coaching &amp; Mentoring</b>	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
<b>Facilitation</b>	Undertake effective and efficient daily and weekly meetings, ensuring information is shared and understood

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

<b>Officer / Supervisor Style</b>	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
<b>Thinking Ahead / Making Change Happen</b>	Thinks ahead when working with a team and helps others to change Identifies problems and actively works to generate solutions
<b>Working with Others</b>	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 passengers and gives constructive and helpful feedback
<b>Communicating Effectively</b>	Proactive and positive in their communications with the team and others
<b>Customer Centred</b>	Actively engages positively with the passengers ensuring a personal service is provided Understands how their role directly impacts the passenger experience and works with the bar operations team to provide a customer focused service to meet and exceed customer satisfaction scores Deals with feedback positively and strives to deliver a consistently high service
<b>Acting Safely</b>	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 supervising a team
	Passionate and knowledgeable about the industry, keeps up to date on current trends, innovative ideas and passenger preferences
	Strives to deliver a great service to customers and continually looks to improve
	Strives to meet sales targets and maximises selling opportunities where possible
	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 passengers are served correctly enhancing the passenger experience
	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
	Socially confident and adopts a professional manner, comfortable making conversation with passengers
	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

<b>Version no for Job Description</b>	<b>Issued By</b>	<b>Date of Issue</b>
1.2	Ian Strangeway	26 January 2015