

Carnival UK Job Description

Bars 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: F&B Manager	Department: Beverage
Leadership Responsibility: Beverage Department	Location: Fleet based across CUK vessels
Titles of Direct Reports: <ul style="list-style-type: none">- Assistant Manager Bars- Bar Team Leader	Budget Responsibility: Manage the onboard bar costs and inventory budget effectively
Size of Department: up to 120	Revenue Responsibility: Maximise bar cash profit through revenue and cost management, meeting and exceeding agreed targets. Average annual target in excess of £10m

Standard Role Summary:

Overall responsibility for the management of all beverage outlets / areas, including the bar and wine service in selected passenger food outlets, ensuring a smooth and efficient operation, achieving the highest level of customer satisfaction.

Primary Responsibility of the Role:

Effectively manage the department to provide an efficient, smooth and financially sound operation, enhancing both the passenger and crew experience. Identify areas of improvement, continually striving to improve passenger satisfaction scores and effectively resolve passenger 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, reporting any issues and liaising with the relevant department.

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.

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

Effectively monitor and manage all costs and resources within own area and process purchase orders. Maintain par stock levels and manage replacements for breakages or damaged items/equipment within budget. Ensure the section and equipment is operated and maintained in a sanitised and clean state at all times, undertaking regular inspections.

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>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>Level 3 Award in Supervising Food Safety in Catering or equivalent</p> <p>Experience of working within a busy bar environment in a supervisory / management position in a hotel, hospitality, leisure or cruise ship environment preferably within a 4/5 star establishment</p> <p>Proven experience of meeting and exceeding set targets</p> <p>Proven experience of budgets and financial management of bar stock</p> <p>Experience of managing managers</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 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>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>
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 & 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> <p>Assign cards for muster duties for staff</p> <p>Take part in passenger clearance from public areas, ensuring passengers have responded correctly and the area is clear</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 communicated and maintained within all of the bar services areas Undertake regular monitoring of standards and performance within the whole department Ensure direct reports undertake consistent and continual monitoring of their section to ensure compliance to and achievement of standards, training and supporting where required In conjunction with the F&B Manager make short term tactical changes to the quality standards ensuring that company standards are met Where appropriate suggest strategic changes/improvements to both ship and shore side operations using the agreed procedure
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
Revenue Generation	Develop and implement appropriate revenue strategies for each cruise Provide advice and support to the team to understand, improve and drive revenue Work with the team to analyse revenue campaigns, understanding what works well and adjusting strategies for future campaigns Oversee revenue generation for department, ensuring any shortfalls are quickly identified and rectified and effective action plans implemented
Food Hygiene	Ensure all staff comply with the policies and procedures regarding food hygiene, carry out training when required 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
Beverages	Cost special offers ensuring an acceptable profit is realised Keep up to date with current international bar trends, innovations and new products Describe wines to assist passengers to make choices Ensure all staff are aware of high cash profit items Ensure staff create cocktails and beverages as per company standards and recipes
Bar Service	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 Ensure high level of service standards are maintained
Responsible Serving of Alcohol (RSA) for Passengers	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
Selling (General)	Provide advice, support and guidance to others to achieve successful sales through a range of sales techniques

Marketing & Promotion	<p>Design and deliver tactical promotional campaigns for the Bar Services department to increase cash profit generating opportunities</p> <p>Continually review promotions / campaigns to ensure they are relevant to the passenger demographics and achieve the best results</p> <p>Identify and implement practical short term promotions, such as 'Drink of the day specials'</p> <p>Plan campaigns according to itinerary and day to day impacts such as weather conditions</p> <p>Propose and develop new ideas for promotions and cash profit generation, working closely with other departments to ensure success</p> <p>Analyse and track performance of promotions using the food and beverage initiative procedure, implementing any necessary adjustments to improve performance</p>
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Business

Knowledge/Skill	Summary of Responsibilities
IT Skills	<p>Competent in the use of most MS Office Software</p> <p>Effectively use the supply and inventory management system</p>
Audit & Compliance	<p>Carry out audits of the bar service department, following a prescribed process to ensure that information is gathered systematically and comprehensively</p> <p>Co-ordinate resources on ship to support the audit in gathering the required data to evidence compliance</p> <p>Complete full and accurate records to demonstrate compliance with the audit</p> <p>Act on any audit findings, implementing agreed action plans</p>
Commercial Decision Making	<p>Understand budget assumptions and ensure delivery of overall budget performance</p> <p>Use stock movement and cost & revenue data to make reasoned commercial decisions</p> <p>Liaise with the Inventory Manager creating and authorising bar orders</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>

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> <p>Establish and develop strong relationships across departments</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	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
Planning & Prioritisation	Plan daily work schedules for the department in a timely manner Prioritise tasks and projects for the team, ensuring efficient delivery and in line with the ship's priorities Identify at risk cruises and understand passenger data to plan itinerary, promotions and future cruises in advance Pre plan crew changes ensuring any gaps in staffing are identified and effectively dealt with Co-ordinate staffing requirements for special functions and catering requirements as and when required Ensure bar schedules are kept up to date and implemented correctly Pre-plan stock requirements in a timely manner ensuring the most effective use of stock both in circulation and new requirements
Resource Management & Delegation	Manage standard work routines within the department Effectively utilise staff across outlets 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 Support managers / supervisors to provide performance feedback ensuring it is both positive and constructive
Coaching & Mentoring	Develop succession plans for the team, identifying coaching requirements Hold effective developmental discussions with team members Act as a coach or mentor for team members and subject specialist situations
Training	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 Share and discuss departmental information regarding targets and corporate focus

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 passengers and gives constructive and helpful feedback
Communicating Effectively	Proactive and positive in their communications with the team and others
Customer Centred	Actively engages positively with the passengers ensuring a personal service is provided Understands how their role directly impacts the passenger experience and ensures the Bar Services team provide a customer focused service, striving to meet and exceed customer satisfaction scores 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 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
	Demonstrates a strong desire to meet and exceed sales targets
	Attentive to the passengers needs, works to provide an anticipative service

	Able to build strong relationships with both passengers 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
	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 look and feel of all bar services 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 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

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