

# FOOD OPERATIONS MANAGER

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## Description:

Are you in search of a new and exciting career? Look no further! Carnival is seeking citizens to join our floating cities around the world. The ideal candidate will go above and beyond for our guests, understands how to be a team player and always remembers to **Choose Fun**. We thrive on the idea that if our team members have a great time, our guests will too. At Carnival, we understand the importance of career development and growth potential. Fleet wide, about 90% of our supervisors and managers have been promoted from within. By joining our team, you are opening your future to endless growth possibilities. Are you ready to join the number one cruise line in the world?

## Our People & Culture:

Here at Carnival we pride ourselves on being one of the most diverse companies in the world. We consist of associates from all walks of life with one thing in common – we **Choose Fun**. We understand our culture might not be for everyone and that is okay. If you are an upbeat, charismatic soul who can't stop smiling, we would like to hear from you. When considering a role with us, ask yourself: Do I enjoy providing top notch customer service? Am I fun and engaging? Am I a people person? Would I be proud to be a Carnival team member? Or generally speaking **#AREYOUCARNIVAL?**

## The Process:

- Submit your online application.
- If your CV/resume is a match, a recruiter will reach out.
- You will then be invited to answer our virtual questionnaire to be reviewed by a recruiter.
- Hiring managers will hold live virtual interview.
- Offer letter is sent.
- Welcome Aboard!

## The Role:

The **Food Ops Manager** is responsible for the organization, planning, administration and day to day running of the Food Operations Department. The **FOM** follows company policies, procedures and budgets to maximize the efficiency of food operations staff. Food operations must be led by an effective communicator and trainer with a passion for the culinary arts. This position reports to the Hotel Director for shipboard matters and directly to Vice the President - Culinary & Dining for all business matters.

## Key Task:

- Observe guest service in all areas of the department and suggest/implement improvements where necessary.
- Observe working practices in production, auxiliary and service areas and ensure company policies and procedures are maintained.

- Ensure the highest standards of sanitation are maintained and that all crew are aware of USPH rules and regulations.
- Oversee training in all areas.
- Monitor food, bar and supply costs on a daily basis, and adjust where necessary to ensure the costs are in accordance with established budget levels.
- Ensure weekly inventories are carried out accurately and in a timely manner.
- Plan all special events and functions and ensure they are successfully carried out to maximize revenues and maintain the costs.
- Ensure repairs and maintenance throughout the department are up to standard. Liaise with the chief engineer and staff captain on a regular basis to discuss outstanding requests.
- Schedule and chair regular management and crew meetings to ensure effective and open communication. Meet with the Hotel Director on a regular basis for mutual exchange of information.
- To be actively involved in the welfare and career of the crewmembers through informal or scheduled meetings, written evaluations and counseling.
- Ensure fair scheduling and treatment of crewmembers is carried out by all management.
- Be responsible for the department's administration.
- Liaise with group leaders in regard to special requests, parties, etc.
- Ensure the quality of product and high standard of service is provided to the guests at all times.

### **SMS Responsibility & authority:**

- Reports directly to the Hotel Director for the aspect of Safety, Environmental, and Security within the areas of assigned responsibilities
- The correct implementation of the Company SMS including SMS procedures involving assigned personnel.
- Ensure that all aspects of company's Occupational Health & Safety (OH&S) Policy and Procedures are effectively applied during working activities assigned at all times.
- Ensure that personnel under his/her supervision follow all the guidelines regarding Occupational Health & Safety (OH&S) Policy and Procedures at all times.
- Participate, and ensure as well, the involvement and support of his / her subordinates as required by SMS Procedures [SMS/COMM/P012](#) and [SMS/OH&S/P012](#).

### **Environmental Responsibilities**

**General Environmental Duties:** Responsible for ensuring members of the department comply with company environmental policies and procedures.

**Environmental Training:** Ensure that all department personnel have obtained and can verify their required environmental training prior to assigning the employee to their duty assignment. Employees without the required environmental training may not be appointed to nor accept their duty until so trained.

**Audits and Monthly Self-Assessment:** Assist with all applicable aspects of audits and monthly self-assessments and enable training as applicable and necessary to prevent repeat findings

**Garbage and General Waste Management Duties:** The Food and Beverage Manager has significant impact on the production of food waste and garbage generated within his department. As such, his proactive involvement in the development of methods to reduce waste is critical to improving the company's environmental performance. He is responsible to ensure that members of his department comply with the garbage sorting and separation policies and procedures of the company. He shall ensure that F&B Department personnel carry out proper waste separation at the source (point of origin) and disposal.

**Chemical and Hazardous Materials Management:** He shall ensure that areas and personnel under his responsibility remains compliant with the company's policies and procedures regarding chemical management including personnel protection, storage, handling, labeling and transportation and that no hazardous material is landed ashore for storage in a pier side warehouse or other such non authorized facility but only transferred ashore and destined for an authorized storage facility. When necessary he shall facilitate obtaining Material Safety Data Sheets for needed chemicals used aboard within his department.

#### **Basic Qualifications:**

- **Bachelors or equivalent in Hotel and Restaurant Management.**
- **Exposure to a high volume operation in food and beverages industry or prior experience in cruise industry is crucial to this role.**
- **At minimum 3 years as lead of an operation such as described above.**
- **Good verbal and nonverbal communication skills.**
- **Must possess knowledge of information systems used in hotel \ cruise industry.**
- **Financial skills towards monitoring and guiding a high turnover operation with a significant impact on cost and revenue.**
- **Very good comprehension of HACCP and Public Health information related to food operations.**
- **Ability to work a varying schedule of different intensities.**
- **Maintain a positive work environment by managing, leading, working and communicating in a courteous and professional manner with all guests and team members.**
- **Give a good personality and aptitude for Front of the house presence in relation to interaction and conflict resolution.**
- **Maintain a high level of organization and remain detail oriented while functionally multi-tasking.**
- **Self-motivated with a positive outlook and a self-starter.**

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