



## JOB DESCRIPTION - Hotel Manager

<b>Title:</b>	Hotel Manager
<b>Rank:</b>	Officer, four stripes
<b>Department:</b>	Hotel
<b>Main function:</b>	First representative of the catering company on board. Responsible for the entire Hotel operation including personnel matters and financial performance
<b>Reports to:</b>	Corporate Hotel Manager, Chief Operations Officer, Head Office
<b>Direct Subordinates:</b>	Restaurant Manager Assistant Manager Head Housekeeper Executive Chef
<b>Next in Command:</b>	Assistant Manager
<b>Cabin:</b>	Single

### 1. PROFILE

- Must have sound knowledge of all hotel departments
- Must have refined skills in public relations, which demands an excellent command of the English /German language
- At least three years in F&B Department on a cruise vessel in addition to Management School with at least five years in a Management position
- Minimum 3 years ship's experience. Kitchen/Stores/Financial background necessary.
- Must have Typing skills
- Must have Computer skills: Windows 7, 2000/XP, Word, Excel, MS Outlook. Additional: Fidelio Cruise (or similar Ship Management System), Crew Administration and Payroll System, Stock Control System
- Must be knowledgeable in HACCP
- Ability to manage section heads and crew must be apparent
- Must be able to check cost control reports and be fully aware of the internal organization of the Hotel department on board a cruise ship

### 2. AREAS OF RESPONSIBILITY

All restaurants and bars, cabins and front house areas, all entertainment, and shop facilities, galleys, crew cabins including officers and mess, hotel store rooms, laundry and waste disposal.



### 3. POSITIONS DEMANDING CLOSE LIAISON:

- Captain All safety matters and passengers' welfare, disciplinary action
- F & B Manager All food and beverage services for passenger & crewmembers
- Reception Admin. and clearance matters for passengers' service and crew
- Cruise Director Passenger activities, shore excursions
- Chief Engineer Equipment maintenance
- Charter Representative All passenger matters & booking / reservation information

At all times a professional and diplomatic relationship is to be maintained with all other officers whilst protecting the interests of the operations contract

### 4. SPECIFIC DUTIES AND ACTIVITIES:

- Be friendly to passengers and crew as well as focused on your work, this will result in good teamwork with best achievements in guest satisfaction.
- Carry out all inspections as outlined in the Hotel Management Manual. Check both crew and officer mess rooms before, during and after service, ensure mess rooms are clean, food is well presented and replenished.
- Check on administration and working procedures and ensure all are carried out as stated in the Hotel Management Manual
- Ensure that all responsible department heads adhere to controlling procedures as outlined in the Hotel Management Manual.
- Conduct sporadic inspections, using the check lists in the Hotel Management Manual set by the company.
- Follow 100% the purchasing procedures.
- Always act in the best interests of the company with regard to minimizing costs.
- All machines and equipment must be kept in good repair.
- Supervise instruction program on handling of equipment for new or re-rated crew members.
- Handling procedures of already trained crew members to be re-checked.
- Regular inspections on the conditions of equipment must be carried out and an up to date AVO list to be maintained.
- Follow up on action required, outstanding repair list to be checked on a regular basis.
- Ensure that all waste produced and handled by the catering department complies with rules set the ship`s management.
- The Hotel Manager is overall responsible for all hygienic standards according to Cruisinc and HACCP guidelines and all standards to be achieved and maintained in the areas of the kitchen, reception, storerooms, bars, restaurants, cabins, all corridors and outside areas as well as all facilities operated by shops. He has to ensure that all staff in the Hotel Department, especially the galley work according to the standards set in the Hotel Management Manuals (Vessel Sanitation Regulations). Spot checks to be made frequently.
- Take charge of coordination the crew in emergencies/assist in evacuation of pax and crew.
- Take part in officers/Captains table as requested. Actively encourage all department members to take part in entertainment whenever their duty allows. To be done in conjunction with cruise director.
- Other duties as requested by head office.
- Onboard sales have to be co-ordinated together with the department heads responsible whereby the Hotel Manager is responsible to ensure that highest possible Revenue Results are achieved.



- The Hotel Manager is held responsible for all work on board, to and from the vessel. Verifications of employment have to be checked and signed by him. The Hotel Manager supports his officers and his fellow crewmembers in all their tasks and duties. He also has to support and assist in all administrative matters.
- Besides the training of all personnel "on the job" there is to be planned, organized and executed a regular and permanent training program for all employees. Regular check-ups of all departments are obligatory and all complaints have to be corrected immediately. This is done in conjunction with the Department Heads.
- Daily meetings with the Captain as well as with all department heads help not only to improve the relations but are also needed to plan the upcoming events as well as to discuss all matters which need improvement.
- On a weekly basis a meeting has to be held with the Captain and the Chief Engineer together with the department heads. In these meetings all ideas, events (of the week or cruise) and all eventual solutions done by whom until when have to be recorded. A copy of this record has to be forwarded to the Chief Operations Officer ashore.

## 5. PASSENGER SERVICE

- Deal with all passenger complaints in the most diplomatic way.
- Attendance at all passenger parties and receptions.
- To be in uniform at all times in public areas and to act in a professional, responsible manner.
- Ensure that service in restaurants/bars/housekeeping and all other departments is carried out according to standards set out in the Hotel Management Manual.
- Check all passenger buffets and monitor and check all meal service periods in both restaurant and deck buffet.
- Check operation of all bars.
- The Hotel Manager has to monitor all special parties and functions e.g. Deck Parties, Pirate dinners etc.
- The Hotel Manager is to co-ordinate together with his department heads all opening hours in all public and crew areas and for adherence to all events onboard.
- The Hotel Manager is responsible for the daily program and coordinating all necessary changes of events whether delayed or cancelled for any reason.

## 6. MANAGEMENT

- The Hotel Manager must report all safety matters to the Captain.
- The relationship between the Captain and the Hotel Manager must be very close.
- The Hotel Manager will report to the Chief Operations Officer in HO, and will not divulge any business or financial information to any third party.
- The Hotel Manager is the most senior representative of the company on board and has, together with the Captain, the responsibility of comfort for passengers, officers and crew members.
- The highest priority is to treat every officer and crew member in the same way that the Hotel Manager would want to be treated himself.
- To welcome every new Hotel officer and crew member.
- To evaluate all department heads every three months and whenever a department head is leaving the vessel.
- He has to lead subordinates successfully into productive working methods by setting an example and utilizing all available management tools (Hotel Management Manual and checklists).
- Provide a two way line of communication for Staff. Dealing with day to day problems, including personal problems.
- Deal with proposals and suggestions from Management and Staff.



- Organize daily HODs meeting where minutes to be taken with action column, check up from previous meetings, minutes to be sent to HO.
- Send cruise papers as soon as possible after completion report to head office by regular communication per email.
- Ensure that correct disciplinary procedures are adhered to especially with regard to correct handling of written warnings and record of same.
- Follow up on disciplinary reports.
- The Hotel Manager is held responsible for maintaining the highest possible quality standard through permanent control.
- It is expected, that the Hotel Manager is fully aware of the company standards as outlined in the Hotel Management Manual.
- The Hotel Manager is expected to know the job description of each crew member in the all hotel departments.
- Ensure that the set standards are kept and staff members work according to their respective job descriptions.
- Corrective actions to be taken to ensure standards are upheld.
- To review passenger ratings at each meeting and to take immediate corrective action.
- To request assistance of Corporate Hotel Manager, Chief Operation Officer at any time.
- Check on existing standards by asking crew members of their opinion and suggest adaptations to head office where food and beverage, passenger service and crew matters are concerned.

## 7. DAILY ROUTINE

- Daily brief meeting with the Captain to exchange information
- Daily meeting with the heads of department regarding all happenings and the planning for the following day
- Inspection walkabout to control of the restaurants, bars, reception, kitchen, storerooms and shops facilities
- Welcome passengers to their lunches and dinners
- Check up on the smooth service in the restaurants and bars

In addition to the above Job Description the following points apply:

All matters in the Hotel Manager's office are strictly confidential and must not be discussed or disclosed to any other member of the ships company or any other person unless it affects that person. All papers, reports, faxes etc. are to be filed in the Hotel Manager's office; financial reports are to be kept in a locked drawer.

All official e-mails to be communicated to head office must be done under password protection if sent from the ship.

