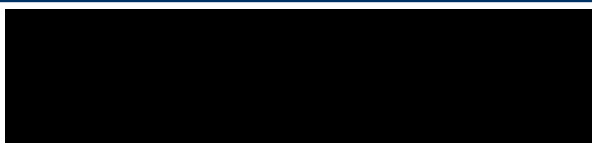


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Position: Guest Host F&B

Department: Hotel / Restaurant

Rank: Crew
Immediate superior on board: Maitre D

This position contributes to the Company's Mission, values, and strategic priorities by implementing the principles of aggressive Hospitality in the following areas:

- Efficient, courteous and technically excellent coordination of all restaurants seating arrangements.
- Positive food and beverage area ambiance.
- Training, coaching, and retaining qualified staff.
- Leading staff to superior levels of performance.
- Safe professional and personal practices
- Effective business processes.

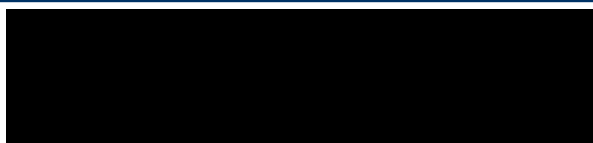
In carrying out these responsibilities, the Restaurant Hostess undertakes duties in the following areas

- Guest Experience
- Safety
- Business Processes

The corresponding duties in each of these areas are detailed below. These duties are undertaken within company policies, standards, and operating manuals, regulatory mandates.

- (1) Assists Exec. Maitre D' Hotel and Maitre D' in greeting, assigning seating and escorting Guests to tables for Breakfast, Lunch and Dinner in the Atlantic Restaurant.
- (2) Greets, assigns seating and escorts Guests in the Dining Room for Lunch.
- (3) Ensures all other escorting assistants are trained and knowledgeable about seating procedures and arrangements.
- (4) Follows up on Birthdays, Anniversaries and Diets requests.
- (5) Ensures efficient and courteous food & beverage service as required.
- (6) Provide on-floor co-ordination of the guest experience in food and beverage areas.
- (7) Use SOP's to handle guest requests, inquiries, and complaints.
- (8) Regularly monitors customer satisfaction and takes personal responsibility to ensure it
- (9) Proactively demonstrates sincerity and hospitality in all guest interactions
- (10) Follows through on customer inquiries, requests and complaints
- (11) Corrects problems promptly.
- (12) Induct, train, coach, and lead crew to consistently superior levels of performance.

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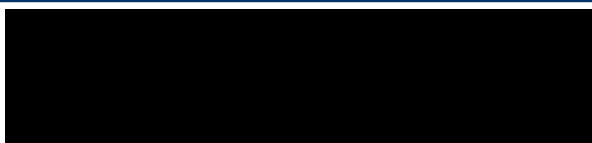
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- (13) Determine and communicate standards of performance to employees
- (14) Fully implements the Performance Interview system and complies with the certification process
- (15) Complies fully with company procedures for talent management including the policies for promotion and transfer
- (16) Strives to create and maintain a positive work environment
- (17) Models excellent leadership behaviour
- (18) Fosters teamwork and partnering within all departments on board
- (19) Control the cost of china, silver, glass, and consumable items
- (20) Prepare cost productive requisitions for sundries and consumables according to activity projections.
- (21) Prepare cost productive staff scheduling and overtime.

Duties / Responsibilities

- (1) To handle guest enquiries either by telephone or in person in a courteous and efficient manner according to pre-defined standards.
- (2) To report guest complaints or problems to supervisors if no immediate solution can be found and assure follow up with guests.
- (3) To accurately manage the table management system, to receive the guests, to escort guests to a table, balancing the customer flow among the service sections, taking into account requests for a particular table or section, depending on availability and according to the etiquettes.
- (4) To provide menus to the guest once seated and let them know a waiter will soon be helping them. Tell waiter on the arrival of new guest in their section.
- (5) To keep abreast of special promotions and product knowledge.
- (6) To assist with the duties of waiters as needed such as taking the beverage order, serving food or beverage items, resetting a table, replacing chairs, in order to maintain service effectiveness and efficiency.
- (7) To bid farewell to guests upon their departure from the outlet and invite them to come again.
- (8) To perform opening and closing procedures established for the place of work as assigned.
- (9) To verify that all menus are in good condition, clean and tidy, if not, take appropriate actions.
- (10) To ensure that the place of work and surrounding area is kept clean and organized at all times
- (11) To attend and contribute to pre-shift meetings and trainings as requested by the management.
- (12) Attends work on time as scheduled.
- (13) Acquires a working knowledge of, outlets, facilities of the ship and divers information to respond to guest questions in these areas as required.
- (14) Demonstrates teamwork by cooperating and assisting co-workers as needed.
- (15) Keeps immediate supervisor promptly and fully informed of all problems or unusual matter of significance.
- (16) Ability to rotate throughout each of the food & beverage outlets.
- (17) To ensure that the working area and station are stocked with “mise-en-place” and kept clean and tidy at all times.

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- (18) To ensure the smooth running of the assigned station at all times.
- (19) To have a complete understanding of operational manuals as well as polices & procedures
- (20) Performs all duties and responsibilities in a timely and efficient manner in accordance with established company policies and procedures to achieve overall objectives of this position.
- (21) Knows all safety and emergency procedures. To understand and strictly adhere to the Rules & Regulations established in the onboard regulations and the policy on Fire, Hygiene, Health & Safety.
- (22) Follows grooming and dress standards. To report for duty punctually wearing the correct uniform and name tag at all times.
- (23) Performs any other duties as assigned to him/her by management.

Processes and Procedures

- (1) Follow company product and service standards and procedures.
- (2) Provide on-floor coordination of crew luggage and light luggage duties on turnaround days.
- (3) Assist with pre-service staff meeting.
- (4) Perform all other duties as requested by managers

Cleaning and Maintenance

- (1) Adheres to USPH, company cleaning, and maintenance standards.

Safety

- (1) Carry out assigned roles for crew and passenger safety drills.
- (2) Comply with the Company's safety and pollution prevention regulations (Save the Wave) and operating procedures.

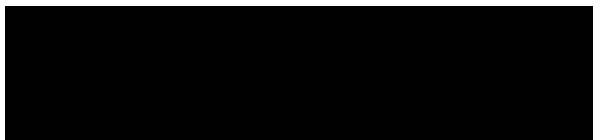
Qualification/ Job Experience

- (1) Minimum of the equivalent of High School Graduate preferably with a specialization in hotel or restaurant (Apprenticeship)
- (2) One year experience in similar outlet of a 5 star hotel or an upscale restaurant, either as steward or wine steward.
- (3) Good IT knowledge - MS Office, Fidelio MMS Warehouse system, Rescom / similar

Personal Requirements

- (1) Minimum age 22
- (2) Flexibility in the scheduling Able to work under pressure
- (3) Customer service orientation
- (4) Cross cultural sensitivity
- (5) Teamwork / co-operation
- (6) Cost and quality awareness
- (7) Pleasant and friendly personality
- (8) To be able to stand and exert fast paced mobility.

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- (9) Fluency in English and German
- (10) Fluency in a third language a plus
- (11) Very well groomed appearance