



JOB DESCRIPTION - ASSISTANT HOTEL MANAGER

Title:	Assistant Hotel Manager
Rank:	Officer, three stripes
Department:	Hotel
Main function:	Assist the Hotel Manager in managing the entire hotel operation. Main focus is on the administration, especially personnel matters and preparation of financial reports
Reports to:	Hotel Manager, Corporate Hotel Manager, Chief Operations Officer,
Direct Subordinates:	Restaurant Manager Assistant Manager Head Housekeeper Executive Chef
Next in Command:	Department heads
Cabin:	Shared

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 one years in F&B Department on a cruise vessel in addition to Management School with at least two years in a Management position
- Minimum 1 year's ship's experience. Kitchen/Stores/Financial background necessary.
- Must have typing skills
- Must have Computer skills: Windows 7, Word, Excel, MS Outlook. Additional: Fidelio Cruise (or similar Ship Management System), Crew Administration, 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
- Must be able to relief Hotel Manager for holidays or sick leave.

2. AREAS OF RESPONSIBILITY

- All restaurants; bars; cabins; front house areas; all entertainment and shop facilities, galleys; crew and officer's cabins; 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
Front Desk Manager:	Administrative 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 Assistant Hotel Manager is responsible for all hygienic standards according to Cruising and HACCP guidelines and all standards to be achieved and maintained in the areas of the kitchen, the reception, the storerooms, the bars, the restaurants, the 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 are 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 coordinated together with the department heads responsible whereby the Hotel Manager is responsible to ensure that highest possible Revenue Results are achieved.



- 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.
- To be in uniform at all times in public areas and to act in a professional, responsible manner.
- The Assistant Hotel Manager is to coordinate together with his department heads all opening hours in all public and crew areas and for adherence to all events onboard.
- The Assistant 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 Assistant Hotel Manager must report all safety matters to the Hotel Manager.
- To welcome every new Hotel officer and crew member.
- The Assistant Hotel Manager 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 the daily HODs meeting where minutes to be taken by Assistant Hotel Manager 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 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 Hotel Manager at any time.
- Check on existing standards by asking crew members of their opinion and suggest adaptations to the Hotel Manager where food and beverage, passenger service and crew matters are concerned.

7. DAILY ROUTINE

- 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.

