



| | | | |
|---|--------------------------|-----------------------|-------------------------------------|
| Effective Date: 06/15/2011 | Job Description | | Update: 09/19/2014 |
| POSITION TITLE | Provision Master | POSITION GRADE | 3 Stripes |
| MANAGER'S TITLE | Food & Beverage Director | DEPARTMENT/DIV | Food & Beverage |

POSITION SUMMARY

The Provision Master's primary responsibility is the management of all shipboard food, beverage, chinaware, glassware, hollowware/flatware and table linen stores, to ensure that standard inventory practices and USPH standards are maintained within budgeted guidelines.

This includes all practices, procedures and training. A procedural approach to managing the entire onboard Provisions department must be employed, utilizing modern management principles as well as incorporating technological innovations where practical in order to ensure proper inventory management and support to the Food and Beverage division.

In order to consistently exceed guest expectations and provide the highest levels of product and services, additional duties and responsibilities may be assigned as needed.

NORWEGIAN CRUISE LINE'S VISION AND MISSION

VISION

Be the cruise line of choice.

MISSION

To provide a consistently superior cruise vacation by exceeding customer expectations and embracing our passion for innovation that delivers freedom and value for our guests, travel partners, team members and shareholders.

Effective Date:
06/15/2011

Job Description

Update:
09/19/2014

ESSENTIAL FUNCTIONS

Crew Responsibility

- Lead by example utilizing a “hands-on” approach to management.
- Establish and develop a highly motivated, pro-active Provision’s team with the highest ethical standards.
- Facilitate an environment in which crew members are comfortable utilizing the open-door policy.
- Ensure that crew members are scheduled based off of guidelines established by the Corporate Office and the Collective Bargaining Agreement.
- Review payroll reports to track overtime and to ensure that crew members and supervisors are in compliance with Work/Rest Hour policies and practices.
- Ensure crew members are being treated in a fair and equitable manner.
- Ensure that crew member issues are resolved in a timely manner.
- Ensure that crew members are in compliance with the grooming and uniform standards of the company.
- Attend F&B Management meetings. Inform the team of product shortages/overstock and slow moving items.
- Meet with the crew at the beginning of each shift to discuss objectives, observations, progress and results achieved. These meetings are to have a set agenda, not to exceed 15 minutes in length, and not be held during times that would affect the operation.
- Ensure that Storekeepers are providing continuous training to their crew members regarding product identification and company specification. Participate in training sessions when possible.
- Ensure cross-training between storerooms is in place.
- Continue own education by staying abreast of trends and sharing this information with the team.
- Monitor the performance of all staff to ensure that their duties are carried out in accordance with Company policy, and safety and environmental regulations.
- Monitor crew member performance. Identify strengths and weaknesses and provide timely feedback to the individual. Make recommendations to the F&B Director regarding succession planning.
- Ensure that crew members are being recognized for their accomplishments.
- Ensure that coaching and counseling is being addressed with employees in a timely manner and in accordance with Company policy.
- Ensure that performance evaluations of all Provisions personnel are carried out as per Company policy in a fair and equitable manner, based on actual performance and results achieved.
- Ensure that employee promotions/transfers are handled according to Company policy.
- Communicate staffing needs to the F&B Director as needed.
- Monitor crew turnover and implement plans to decrease.

| | | |
|---|------------------------|-------------------------------------|
| Effective Date: 06/15/2011 | Job Description | Update: 09/19/2014 |
|---|------------------------|-------------------------------------|

Operational Responsibility

- Ensure that all Provisions personnel are knowledgeable of their assigned duties and responsibilities.
- Must be familiar with the Safety and Environmental Protection Policy and SEMs.
- Ensure that goals of the company and department are achieved.
- Develop a positive working relationship with all shipboard departments to facilitate a team oriented atmosphere.
- Ensure that all Provisions personnel are working together as a team and supporting each other in a professional manner.
- Regularly communicate with the F&B Director, Executive Chef, Bar Manager and Restaurant Manager regarding stock rotation, par levels, depletion plans and inventory discrepancies.
- Complete daily walk-through of the food stores with the F&B Director and Executive Chef.
- Ensure that all areas are maintained in accordance with Company policy, USPH, SEMS and safety and environmental regulations.
- Ensure that cleaning schedules are in place and being followed for all storage areas.
- Ensure that service schedules for equipment are in place and being followed.
- Ensure work orders for repairs to equipment are submitted and follow up on these requests to ensure timely completion.
- Ensure that the company's standards are maintained in the following areas:
 - Onboard storeroom management
 - Par level accuracy
 - Inventory Management System
 - Shoreside ordering schedules
 - Inter-Departmental ordering schedules/internal requisitions
 - Public Health
- Ensure that crew members are scheduled according to the needs of the operation and monitoring overtime.
- Ensure that orders are placed according to the Provisioning schedule for the vessel based off of consumption history and par levels.
- Ensure that inventories are conducted for all stores on a weekly basis and that inventories are conducted in accordance with company policy.
- Conduct daily spot checks in all of the stores to verify inventory accuracy. Once a day, these spot checks are to be conducted with the F&B Director and Executive Chef present.
- Ensure that all inventory variances are handled in accordance with company policy.
- Monitor slow moving item reports to ensure proper stock rotations (FIFO) and that discontinued items are not being reordered. Monitor depletion plans for discontinued items to eliminate dead stock.
- Advise the F&B Director of all items that are not on the standard item list (SIL).
- Ensure that internal requisitions are handled according to company policy – no items are to be issued out of the storerooms without an approved, signed and dated internal requisition form. All internal requisitions must have approval from the Hotel Director, F&B Director, Executive Chef, Bar Manager and Restaurant Manager.

Effective Date:
06/15/2011

Job Description

Update:
09/19/2014

- Ensure that all internal orders are received and processed in a timely manner and in accordance with the daily ordering schedule.
- On loading day, ensure that the vessel is provisioned according to the loading sequence and that temperature sensitive items are handled with first priority.
- Ensure that all food products are stored in the appropriate room according to product type and temperature.
- Ensure that the container loading manifest matches the items delivered to the vessel.
- Ensure that all food and beverage items delivered to the vessel are in compliance with company specification and are of the highest quality.
- Ensure accurate receipt of all food items ordered and delivered to the vessel.
- Ensure that stock rotation is managed in accordance to the FIFO system.
- Ensure that all food product received is within their use by date.
- Prepare and submit all required inventory reports to the Inventory Accountant in a timely manner.
- Prepare Inventory Variance Reports as required.
- Ensure that items received that are not in compliance with company specification are documented on a Q&C report, along with photographic support, and submitted to the Corporate Office.

Financial Responsibility

- Maintains all food and beverage related inventories, storerooms and ensures accurate inventory counts and levels, while identifying cost and expense reductions.
- Responsible for maintaining ending inventory values within targeted guidelines.
- Responsible for ensuring that all food and beverage related orders placed for the vessel are in accordance with budgetary guidelines.
- Ensures that all inventory transactions are accurately documented and approved by appropriate management.
- Continuous monitoring to ensure accuracy of inventory received, issued, spoilage, breakage and transfers.
- Responsible for reconciling inventory levels with the inventory management system and investigating discrepancies as per company policy.
- Responsible for monitoring and reporting invoice price discrepancies to the F&B Director, Executive Chef, Beverage Manager, Restaurant Manager and Inventory Accountant.
- Responsible for reporting any cost, quantity or unit of measure variances within the Inventory Management System.

General Responsibility

- Performs other related duties as assigned or as directed. The omission of specific duties does not preclude the supervisor from assigning duties that are logically related to the position.
- Must be familiar with the Safety and Environmental Protection Policy and the SEMS, and carry out the policies and procedures appropriate for his/her position.



Effective Date:
06/15/2011

Job Description

Update:
09/19/2014

DIMENSIONS

- Must be able to manage, organize, direct and supervise minimum of 25 storerooms, to include cold storage, frozen storage and dry storage.
- Needs to provide efficient leadership for a team comprised of Storekeepers, Assistant Storekeepers and Utility Stores.
- Must be able to manage inventory levels in excess of \$500,000.

NATURE AND SCOPE

- The incumbent reports directly to the F&B Director. The major trust of the position is to create and maintain a professional operation and control storeroom inventories.
- Supervises the Provisions team onboard and periodically recommends appropriate actions including promotions and performance reviews.
- The incumbent must be able to work in a multi-cultural environment; also, must be able to adjust to changes in schedules, assignments and deadlines.



Effective Date:
06/15/2011

Job Description

Update:
09/19/2014

QUALIFICATIONS, EDUCATION AND ATTRIBUTES

QUALIFICATIONS

- Minimum of three years experience as a Provision Master in a large cruise ship or Purchasing Manager for a multi-venue, high volume, luxury hotel or resort is required.
- Minimum of five years experience with high volume food and beverage purchasing is required.
- Minimum of five years experience implementing and setting up food and beverage storerooms is required.
- Intermediate to Advanced level English verbal and writing skills, including the proper use of English grammar.
- Intermediate to Advanced skills in typing and computer software skills (Microsoft Word, Excel, Fidelio Cruise, Micros), including an Inventory Control Management system (e.g.: Fidelio, Stratten Warren, AS400, MXP, People Soft) is required.

EDUCATION

- Associates Degree or foreign equivalent in a related discipline is required. Prior restaurant management experience may substitute for this educational requirement at an equivalent rate.

ATTRIBUTES

- Strong mathematical and analytical abilities
- Proactive, Team Player, Problem Solver
- Passionate about hospitality and customer service driven
- Must have a professional appearance and good hygiene
- Respect for all co-workers and guests
- Pride in your work by creating positive energy, excitement and fun
- Able to work 7 days a week
- Demonstrate positive behaviors; smiling, being polite and courteous
- Able to develop a camaraderie with team members
- Ability to live in close quarters, share limited space with other cabin-mates



Effective Date:
06/15/2011

Job Description

Update:
09/19/2014

PHYSICAL REQUIREMENTS

- While performing the essential functions of this job, all team members are required to stand; walk long distances on the ship; use hands to touch, handle or feel; reach with hands and arms; talk, hear, taste and smell. All vessel positions require repetitive motion of bending, climbing, going up and down stairs and lifting more than 25 pounds. This job requires specific vision abilities to include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- All team members must be physically able to participate in emergency life saving procedures and drills. All vessel positions require full use and range of arms and legs as well as full visual, verbal and hearing abilities to receive and give instructions in the event of an emergency including the lowering of lifeboats.
- Work within different temperature changes—indoors to outdoors.
- Able to pass basic safety course.
- This is a minimal description of duties. Other work requirements may be necessary and assigned as business or maritime law dictates.

Printed copies are uncontrolled documents.

It is the responsibility of the user to verify that the issue date on any printed copy matches the issue date of the current online Norwegian Cruise Line Intranet document.