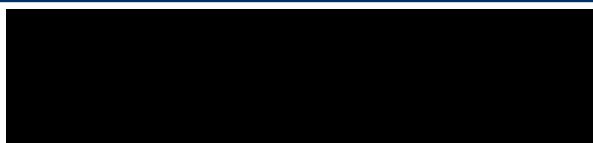


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MAITRE D'HOTEL
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Position: Maitre d'hôtel
Department: Hotel / Restaurant
Rank: Officer
Immediate superior on board: Executive Maitre

1. Responsibility

- (1) Responsible for the work flow in the assigned Restaurant or the X-Lounge and the related administrative tasks in close cooperation with the Executive Maitre D'.
- (2) Responsible for the Restaurant crew and staff.
- (3) Responsible for the smooth and up-to-standard work in the Restaurant, especially for the implementation of the agreed standards and recipes.
- (4) Ensure all operations are carried out with the utmost economy consistent with the agreed quality standards
- (5) Implementation and checks of the professional storage of all equipment in compliance with the agreed standards
- (6) Supervision and training of the strict adherence to all agreed regulations (USPH/HACCP, ISM/ISO, SQM, TUIC Service standards), especially with regard to security, environment and hygiene regulations in his/her area of responsibility
- (7) Notification and handling of all relevant (unusual) events, such as damages, repairs, security violation etc.
- (8) Compilation and checking of the food, beverage and consumables orders for the work area in strict adherence to budget-related and other requirements
- (9) Checking procedures of routine tasks, such as set ups as well as storing of goods and equipment up to standard.
- (10) Preparation and regular checks of logs and check lists
- (11) Voyage reporting
- (12) Inventory planning, examination and control of stock movements and orders in the area of responsibility
- (13) Planning and organisation of special events
- (14) Instruction, training, and supervision of the assigned crew (including documentation)
- (15) Duty roster planning, including flexible planning in special cases, such as loading, suitcase carrying etc.
- (16) Personnel reviews
- (17) Supervision of cleaning works (including documentation)
- (18) Always aim at continuous improvement
- (19) Active implementation of the philosophy behind the product
- (20) Contact person for the passengers in case of complaints
- (21) Constant improvement of the work flow and standards, including input for manuals and regulations.
- (22) Secure the careful handling of the company's properties

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- (23) Knowledge of the assigned security roll number (from the ship's articles) and the assigned duties in case of an emergency.
- (24) During take-over and shipyard times, additional tasks have to be fulfilled if required.

2. Qualification / Job experience

- (1) Qualified training in an hotel or restaurant
- (2) Many years of job experience as Maitre D' or Restaurant Manager, if possible onboard a cruise vessel.
- (3) Strong economical, budget-orientated thinking; ability to analyse and explain business targets
- (4) Very good knowledge of products and restaurant operations
- (5) Business fluent in written + spoken German and English
- (6) Experience in complaint management
- (7) Living up to service
- (8) Very good IT knowledge, especially in MS Office, Fidelio MMS Warehouse system, Rescom / similar
- (9) Very good educational background

3. Personal requirements

- (1) Minimum age 24
- (2) Management skills, authority, flexibility and organising ability, sensitivity
- (3) Integrity
- (4) Poise, very good manners
- (5) Cost and quality awareness
- (6) Good communicator
- (7) Team player
- (8) Ability to work under pressure
- (9) Ability to motivate employees
- (10) Very well groomed appearance

4. Area of responsibility

- (1) Responsible for the work flow in the assigned Restaurant
- (2) Technical and disciplinary superior to the Head Sommelier, the Head Waiter, the Buffetier, the Wine Steward, the Crew Steward F&B, the Stewards and Waiters X-Lounge, Mess Boys, Bus Boys, Buffet Attendants and Utilities Restaurant in the assigned Restaurant.

5. Proxy

Another Maitre D'