

# **HOTEL MANAGER**

## **JOB DESCRIPTION**



## **KEY ACCOUNTABILITIES**

- The Hotel Manager is responsible for the organization and supervision of the entire Hotel Department on board and represents the Company to all crew members within the Hotel Department.

## **REPORTS TO**

- He reports all safety and disciplinary matters to the Master. There must be a close and very co-operative communication between the Hotel Manager and the Master.
- For all operational matters the Hotel Manager reports directly to the Head Office - Hotel Operation.

## **SUBORDINATE DEPARTMENT HEADS**

- F&B Manager
- Executive Chef
- Provision Master
- Maitre-d
- Bar Manager
- Chief Housekeeper
- Chief Purser

## **AREAS OF RESPONSIBILITY**

- The Hotel Manager is responsible for the performance of the Galley, Dining room, Bars with open Decks, Housekeeping Department, Pursers Department, Crew/Public areas, onboard purchasing, ordering and storage, revenue and cost control, Medical and Entertainment Department and all onboard pax related matters.
- He co-ordinates the work of the various Departments to achieve a smooth running operation.
- He maintains the high standard of quality set by the Company and keeps a continuous control on its performance.
- He sees that the quality expectations of passengers and the standards set by the Company are fulfilled.
- He must be sales orientated and be constantly aware of quality standards.

## **SUPERVISION AND TRAINING**

- He ensures that the high standard of food and beverage quality and cleanliness on board is maintained.
- He keeps the Vice President, Hotel Operations, continuously informed about the performance of the Hotel Department and the satisfaction of the passengers.
- He forwards a written Cruise Report 2. days after duration after each cruise to the Head Office - Hotel Operation.
- He ensures that permanent training sessions for "on-the-job-training" for all service personnel are held.
- He makes daily inspections within his Department to control the standard of cleanliness and maintenance.
- He meets periodically with the Captain and Chief Engineer to review the on-board operation.

## **PERSONNEL**

- He holds periodical meetings with his Department Heads to review the onboard activities and the standard of quality.
- He creates a good working relationship, a spirit of teamwork and is consistent and fair to his subordinate staff.
- He welcomes new crew members personally and holds orientation meetings.
- He completes appraisal reports for his staff every 3 months and forwards them to Head Office.
- He is responsible to co-ordinate the rotation planning of crew members to ensure a complete manning.
- He plans, co-ordinates and reviews all daily activities including meal hours, shore excursions, entertainment programmes etc. with the Department Heads.

## **ONBOARD SALES**

- He promotes onboard sales of beverages in the bars and dining room and ensures that sufficient promotion material e.g. bar lists, wine lists, etc. are available.
- He ensures that all personnel approach passengers in a friendly and courteous manner.

## **MAINTENANCE AND REPAIRS**

He schedules periodically, maintenance and cleanliness inspections and co-ordinates with the Chief Officer and Chief Engineer on this matter.

## **ADMINISTRATIVE WORK**

- He supervises the Chief Purser in regard to Ship Clearance, Immigration Procedures, Guest Accounts, and all other administration matters for the Hotel Department.
- He is responsible for the planning of all orders for Food, Beverages and Consumables and all other supplies for the Hotel Department and the placing of all orders to the Purchasing Department ashore.
- He should always know if passengers are satisfied or know about any complaints from passengers.
- He reports in-Port purchases of food, beverages or consumables to the Head Office.
- He requests the Doctor's assistance for general administrative work.
- He sees that log books for Reception, Bars, Dining room, Housekeeping, Afternoon and Night service are kept and followed up.

## **DAILY ROUTINES OF THE HOTEL MANAGER**

- He controls and Inspects food preparation and food and beverage service in the Galley, Dining room, Bars, on deck and in the cabins.
- He inspects at least 8 passenger cabins daily.
- He controls the cleanliness of all public areas, Dining room, all Bars, Crew Mess, Officers Mess, Provision Rooms, Cabins, Corridors, Storerooms, Pantries and Galley.
- He reviews and discusses daily activities and meal hours, Bar opening hours, Shore Excursions schedules, Entertainment programme etc. with Department Heads.
- He controls and inspects the Laundry and Provision Rooms.
- He proof-reads Lunch and Dinner menus and wine suggestions, discuss menu daily with Chef.
- He proof-reads Daily Programmes and any other printed matter for pax use.
- He inspects the Afternoon Tea set up and the service.
- He inspects the Cocktail Hour Service,
- He inspects the Dinner tables set up.
- He checks and controls the Late Night Snack set up and the performance of Bar service.

The day after embarkation and the day before disembarkation a Hotel Department meeting has to be held and the following Department Heads are to attend:

- Housekeeper
- Chef de Cuisine
- Maître d'Hôtel

- Chief Purser
- Cruise Director

At this meeting review open topics from last meeting and submit information:

- From Head Office
- From Captain
- Passenger count on next cruise, VIP passengers on next cruise, special requests on next cruise, complaints, and difficulties occurred during present cruise.
- Arrival of new crew members
- Changes in work schedules etc.
- Changes in Meal and Bar hours
- Social activities
- Results of maintenance and cleanliness inspection.
- All other open topics

### **ADMINISTRATIVE WORK TO BE CARRIED OUT OR CONTROLLED BY THE HOTEL MANAGER**

- He proof-reads Menus, Daily Programmes, and any other printed matters
- He adjusts and corrects Wine Lists (if necessary) according to wines available
- He is responsible that a Food and Beverage Control, Inventories, Menu typing and all other administration matters are maintained.

He schedules Inventories according to schedules set by the company Head Office for the following item groups:

1. Linen
2. Guest supplies/amenities
3. Food
4. Beverages
5. Restaurant supplies
6. China, glasses, cutlery
7. Uniforms
8. Paper supplies
9. Cleaning material/other consumables
10. Sundries

He is responsible for the planning of orders for above items.

- He supervises receiving (quantity and quality control) and storage of above goods.
- He is responsible for operating within the approved operating Budget and forwards Budget Reports of all onboard revenues and onboard expenses to the Home Office.
- He is responsible for forwarding all financial, cruise-end reports, crew payroll reports according to the routines set by the Accounting Department.
- He forwards Crew Appraisal Reports periodically to the Head Office.
- He forwards a written Cruise Report regarding all Hotel Department related matters after each cruise to the Head Office - Hotel Operation.

## **APPEARANCE/PERSONAL HYGIENE**

- The appearance of the entire personnel on board the ship reflects the reputation and image of the company, therefore a great deal of emphasis is placed on a professional appearance.
- The Company expects you to maintain the highest standard of personal appearance.
- Have a clean neat personal appearance.
- Special attention to grooming, hygiene care and clean and proper uniforms and shoes.
- Hair must be well groomed, neat and not extend over the shirt collar and always be kept clean.
- A moustache is acceptable if kept neatly trimmed.
- Big earrings and big necklaces are not to be worn on duty and more than one moderate size ring is not acceptable.
- Smoking is not permitted while on duty.