



Peopleconquest is Recruiting for a 5 Star Cruise Company

### JOB DESCRIPTION

Position Title: Hotel Manager	Department: <b>Hotel Operations</b>
-------------------------------	-------------------------------------

Stripes: 4 gold on white background

Positions Supervised:

- Chief Purser
- Cruise Director
- Tour Manager
- Cruise Sales Specialist
- Excecutive Housekeeper
- Excecutive Chef de Cuisine
- Provision Master
- Maitre d' Hotel
- Bar Manager
- Cruise enhancer / concessions

#### **Essential Functions:**

The Hotel Manager's primary function is the full responsibility of guest satisfaction in all service areas of the vessel. He is responsible to co-ordinate all Hotel Dept. heads to ensure a smooth and flawless operation. He, together with the ships management to coordinate and execute onboard safety, environmental and maintenance procedures.

The Hotel Manager is responsible for all Guest service function including:

#### Leadership of Crew:

- Provide visible leadership by example
- Align crew attitudes to corporate objectives
- Ensure appropriate crew training is carried out on an ongoing basis
- Employ contemporary management techniques to ensure all employees are motivated to provide exemplary customer service

#### Food & Beverage;

- Quality of Service
- Presentation and Preparation of all food items
- Food cost control
- Control of Bars
- Deck service activities
- Inventory/Store control
- Planning all F&B events for the cruise as per SOPs
- Menu layout / Menu approval
- Buffet presentation
- Internal promotions

#### Housekeeping:

- Suite service
- Cleanliness of the Suites and Public rooms
- Suite readiness for embarkation
- Internal promotions
- Upgrading of guest suites

#### Travel/Cruise Sales office:

- Controlling sale of shore excursions
- Controlling future Cruise sales
- Controlling of tour dispatches

#### Purser's office :

- Accounting
- Payroll
- Clearance of the vessel
- Vacation planning
- Embarkation
- Cruise closing
- Safe checks
- Internal promotions

#### Entertainment:

- Planning all Entertainment events in cooperation with F&B

#### Concessionaires:

- Planning events according to the Cruise layout

Other functions:

- Communicating all guest impacting issues to the Corporate office
- Recommendation of improvements

In all of the above areas the Hotel Manager is responsible for seeing that the systems and procedures set forth in the SOP manual are carried out with the utmost economical consistency and that all guest service activities are accomplished at the highest standard expected by the passengers.

Responsible for becoming familiar with the Company Environmental Compliance Plan (ECP), as it applies to the duties and responsibilities of this position.

**Secondary functions:**

- Ensure all Hotel Operations functions are carried out in compliance with the line's Environmental Compliance Plan (ECP).
- Ensure all Hotel Operations functions are carried out in compliance with the requirements of the line's Safety Management System (SMS), United States Public Health, and U.K. Public Health.
- Achieve an awareness of all passenger complaints and deal directly with those complaints, which require intervention by ship's management.
- Ensure shore side Guest Relations department is fully informed of all complaints that might result in post-voyage communication with guests.
- Ensure that supplies ordered are appropriate for the quantities of supplies on hand and the total quantity required for the expected number of passengers.
- Ensure all ship's purchases are properly documented in accordance with the line's policies.
- Ensure that goods delivered to the vessel are in compliance with the line's specifications for the item. In case sub-standard items are delivered, inform the appropriate shore side department so that adjustment might be claimed.
- Ensure all personnel have fixed working hours and that those hours are appropriate to the levels of service required.
- Ensure all personnel evaluations are carried out in accordance with company policy. In addition, maintain personal familiarity with individuals within the Hotel Department with a view to determine those worthy of promotion.
- Work to ensure good communication and cooperation among the various sections within the Hotel Department and between the Hotel, Deck & Engine Departments.

- Maintain an awareness of all passenger-service functions aboard ship and recommend new service policies or equipment as appropriate to improve existing standards.
- Submit periodic reports as required by shore side management so that the shore side organization is kept informed of activities aboard.
- Ensure proper communication with the technical dept. for maintenance issues in the Hotel dept. and ordering of new Equipment
- Encourage dept. head to find new ways of improving our operation and submit ideas to corp. office for approval/implementation.
- Ensure that the overall cleanness in all public rooms, galley, storerooms, crew cabins and - mess areas is maintained at the highest level at all times.

**Job Requirements:**

Candidates must:

- Possess a diploma from an international recognized hotel school or university, plus a minimum of three years serving as Hotel Manager or Food & Beverage Manager on board a 5-star ship.
- Have completed appropriate human resources training, including craft trainer or equivalent. The "Training for Managers" program as provided by Johnson & Wales University will satisfy this requirement.
- Have completed U.S.P.H. and U.K.P.H. training and go through a refreshment course every 5 years
- Have completed crowd Management training
- Have exposure to basic budgeting techniques and financial analysis.
- ✓ Speak English fluently. Proficiency in German, French and/or Tagalog would be an advantage

**Please send your CV with the ref.<sup>a</sup> Hotel Manager for [recrutamento@peopleconquest.com](mailto:recrutamento@peopleconquest.com) with 2 professional references**