

P O S I T I O N D E S C R I P T I O N

Position Title: Buffet Manager

Department: **Sub-Department:**

Reports To: Restaurant Manager

Direct Reports: Entire Buffet Team

Position Summary

The Buffet Manager is responsible for the overall operation of the designated buffet restaurants.

Essential Duties and Responsibilities

Operational

- Oversee the food and beverage operation in the buffet restaurants.
- Direct, coach, support, supervise and evaluate the performance of all subordinates.
- Ensure that the food outlets are open 5 minutes prior to the time published in the daily Cruise News (daily program).
- Ensure that all changes in 24-hour venues (Breakfast– Lunch) are not delayed.
- Maintain adequate staffing by the Restaurant, Galley, and Bar to provide guests with service that meets Marella Cruises standards.
- Monitor appearance and grooming of all personnel working in the area.
- Ensure that food is replenished in a timely manner, and that the buffets are maintained in an attractive condition at all times.
- Ensure that the Buffet area is fully set up for guest service as directed by the Food Manager.
- Ensure proper cleaning, handling and storage of all deck chairs, tables, chairs, and other equipment used for the buffet operation, if they are considered his area of responsibility as per ship's regulation.
- Monitor the cleanliness of the areas, and take immediate corrective action if cleanliness is not up to standard.
- Coordinate with the First Officer for the daily deep cleaning of the outer Deck areas.
- Meet with the First Officer/Food Manager regularly to discuss deck maintenance deficiencies.
- Ensures that proper and efficient beverage service is provided by Bar personnel and Restaurant Staff.
- Has working knowledge of the Food Operation Manual and Human Resources Operation Manual.
- Observe and evaluate employee work procedures to ensure quality standards and service are met.
- Record any disciplinary issues and bring them to the attention of the Food Manager.
- Monitor all workstations and staff for adherence to Shipsan & USPH procedures for sanitation and cleanliness.
- Enforce and follow Shipsan/USPH cleaning procedures for work surfaces, all related equipment and utensils.
- Conduct spot checks and unannounced Shipsan & USPH type inspections as deemed necessary.

Issued on:	Page 1 of 4	Prepared by: P Ward
Last reviewed on: December 2017		Approved by:

- Ensure that the HACCP plan is implemented daily and proper performance maintained, identifying critical limits and monitoring corrective action.
- Report to the Sanitation Officer, all malfunctions and necessary repairs that affect the daily operation and violate Shipsan or USPH requirements.
- Conduct short briefings with the Buffet Runners and Wait-staff when deemed necessary, to ensure a good flow of communication between the service and the production departments.
- Keep the Food and Bar Managers, Restaurant Manager, Executive Chef and Chief Housekeeper apprised of all day-to-day operational matters.
- Oversee food, beverage and equipment inventory.
- Ensure proper inventory controls are in place while managing carrying costs effectively.
- Investigate and resolve quality and service complaints in a timely fashion and in such a way as to exceed the expectations of our guests.
- Report each incident quality and service complaint to Food Manager.
- Initiate meetings to address and resolve quality issues and to identify improvement opportunities.
- Review requisitions from subordinate staff and forwards to the Food Manager for final approval.
- Conduct workstation spot checks to ensure items are correctly stored to minimize deterioration and waste.
- Work with department managers and staff to ensure maximum employee morale, productivity, and efficiency.

Training & Development

- Mentor, develop and provide on-the-job training to subordinates to strengthen their current performance and preparation for future advancement.
- Provide evaluations per the company's schedule.
- Attends meetings, training activities, courses and all other work-related activities as required.

Financial

- Review current operating procedures for revenue-enhancement opportunities and coordinates all efforts with the Food and Bar Managers.

Safety Responsibilities

- Ensure all safety procedures are followed
- Work with the Staff Captain and Safety Officer in the Ship's Safety Program.
- Maintain a safe and sanitary environment for all guests and crew members.
- Follow proper procedures and instructions at all times to prevent damage of any kind to ship or company property.
- Know and comply with Shipsan, the European sanitation program, and United States Public Health Rules and Regulations pertaining to assigned working area.
- Participate in safety drills as required.
- Comply with Marella Cruises' Safety and Pollution Prevention Program
- Comply with Marella Cruises' Operating Procedures Resources.

Other Duties and Responsibilities

- Perform related duties as required.

Issued on:	Page 2 of 4	Prepared by: P Ward
Last reviewed on: December 2017		Approved by:

Qualifications

Knowledge, experience, skill, and/or ability

Required

- Fluent in written and spoken English,
- Ability to give and receive instructions in written and verbal forms and to effectively present information, reports and responses to questions from guests, supervisors and co-workers.
- Must be able to communicate effectively with the guests and senior management.
- Ability to lead and make decisions.
- Good administrative skills.
- Experienced in coaching subordinates.
- Must be cost and quality conscious.
- Must adhere to specific scheduled work hours, yet be flexible if circumstances require it.
- Work with international team members.
- Perform assigned duties under pressure (time constraints).

Preferred

- Ability to speak additional languages such as Spanish is considered beneficial.

Required computer skills

- Knowledge of Microsoft programs to include but not limited to, Outlook, Word, Excel, and Power Point
- FBS/ICS Apollo Inventory system

Education/experience/certifications

- High School education or better
- Three to five years of progressive food and beverage managerial experience, preferably in an upscale hotel or cruise ship, restaurant, or high volume food service facility (shipboard experience preferred).
- Equivalent combination of education and experience.
- Extensive knowledge of the restaurant and/or food service industry and of food handling procedures according to Public Health standards.

Other Skills:

- Knowledge of general office practices, procedures and equipment.
- Ability to prioritize tasks and work independently.
- Strong organizational, interpersonal and communication skills.
- Ability to interact with senior-level management.
- Must have a pleasant and courteous personality.
- He must possess excellent leadership skills in order to inspire his or her department.
- Very strong communication, problem solving, decision making and interpersonal skills.
- Demonstrated leadership capabilities.
- Superior customer service, teambuilding and conflict resolution skills.

Issued on:	Page 3 of 4	Prepared by: P Ward
Last reviewed on: December 2017		Approved by:

- Knowledge of the principles and processes for providing personalized services including needs assessment techniques, quality service standards, alternative delivery systems, and guest satisfaction evaluation techniques.
- Knowledge of policies and practices involved in the human resources function. Ability to utilize and administer the company's disciplinary action process through coaching and counseling to improve performance or terminate employment.

Math Ability:

- Able to add, subtract, multiply and divide in all units of measure using whole numbers, common fractions, and decimals.

Reasoning Ability:

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

Work Environment & Physical Demands:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions for this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job the employee is regularly required to
 - Stand
 - Use hands to finger, handle, or feel;
 - Reach with hands and arms;
 - Talk or hear and smell.
- The employee must be able to lift or move up to 55 pounds (25 kilograms) without assistance.
- Must be able to work a minimum of ten hours per day, seven days per week.

Vision Requirements:

- Ability to adjust focus, depth perception, peripheral vision, distance vision and close vision and to be able to otherwise perform the essential functions of the job in a manner that does not present danger to the employee or others with or without a reasonable accommodation.

I have read and discussed the above and fully understand the description of my job and agree to abide by this description of my duties as outlined before. This Job Description should be considered as guideline and may be adjusted for the smooth operation of the ship's board operation.

Signatures

Assignor's Signature

Assignee's Signature

Issued on:	Page 4 of 4	Prepared by: P Ward
Last reviewed on: December 2017		Approved by: