



Position Job Description

Position Title: Hotel Stores Manager

Reports To: Food & Beverage Manager
Director, Purchasing & Logistics (shoreside)
Corporate Hotel Stores Manager (shoreside)

Direct Reports: 1st Assistant Provision Master
2nd Assistant Provision Master
Senior Storekeeper
Junior Storekeeper

Position Summary

- To ensure that the Hotel Department is provided with all items necessary to provide an exceptional service to our Guests.
- To order subsistence, bonded, consumables, uniforms, linens, flowers, Entertainment supplies, equipment, and other items as necessary for the Hotel Department according to storing plan posted in MXP, freight schedule, and Company policy.
- Ensure that the Hotel Stores department operates at the same standard and parameter fleet wide.
- To maintain accurate inventory of all hotel items.
- To ensure proper maintenance and cleaning procedures are adhered to and that the highest standards of cleanliness are maintained in all storerooms and Hotel Stores areas.

Operational Duties & Responsibilities

All duties and responsibilities are to be performed in accordance with Crystal Basics, the company's Safety Management System (SMS), STCW requirements, MLC promulgated standards, USPHS guidelines, and environmental regulations.

Each shipboard employee may be required to perform all functions in various service venues and throughout the ship.

- To Order Subsistence, Bonded, Consumables, uniforms, linens, flowers, Entertainment supplies, and equipment and all other items as requested for the Hotel Department according to storing plan posted in MXP, freight schedule, and Company safety policies.
- To ensure that items ordered do not exceed ships storage capacity and/or affect ships safety.

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- Order stock for Vending Machine in conjunction with the Crew Officer.
- To oversee the cleaning procedures and maintenance of all storerooms and Hotel Stores areas.
- To oversee the daily operation of food, beverage and consumable issuing.
- To ensure that USPH standards are always maintained.
- To process all invoices in MXP.
- To follow up on shortages, credits, and upcoming challenges through constant communication with the corporate Purchasing Department.
- To raise wine requisitions with the Head Sommelier and send it to the Food & Beverage Manager for approval.
- To prepare the ship's requisitions and in-port purchase orders.
- To organize loadings in conjunction with other departments onboard and according to Company policies, USPH standards, and USCG rules.
- To receive, issue and to spot-check all Hotel related items in store.
- To conduct a full bonded inventory every month.
- To ensure that all Hotel inventory been conducted as per company policy.
- To plan ahead for all upcoming cruises.
- To train, coach, counsel, support and delegate all the Hotel Stores Department Staff.
- Establishes duty schedules of subordinates in accordance with the requirements of the Marine Labor Convention (MLC) 2006.
- Monitors hours of work and rest in accordance with the requirements of MLC 2006 of all subordinate team members; addresses any violations and takes corrective action if required. Reports repeat offenders to Senior Management for further corrective and/or disciplinary action.
- Attends meetings, trainings, and other educational activities as required. Initiates departmental meeting when appropriate and required to identify improvement opportunities and address quality/service concerns.
- Maintains, at all times, a friendly and approachable demeanor, even under pressure, by applying the principles of Crystal Basics.
- Always conducts oneself in a professional and courteous manner when dealing with guests, fellow team members and subordinates alike.
- Performs any other operational duties as required.

This position description in no way implies that the job responsibilities listed in this document are the only duties to be performed by the employee holding this position.

Financial Responsibilities

Financial responsibilities for budget, expenses and/or achievement of revenue targets.

- To create orders in accordance within the Freight budget.
- To check invoices for errors, make credit request for spoilage or shortages made by vendors.

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- To ensure we receive items according to specification.
- To monitor and control all Hotel Stores inventories.
- To assist in preparing Provisioning plan and Freight budget for upcoming seasons.
- To monitor and control vacation schedules and consequently Travel costs for all Hotel Stores Department Staff.
- Ensures cost containment through proper and accurate requisitioning of supplies required to run a high-quality operation.
- Identifies potential cost reductions and communicates such to Senior Management for consideration.

Safety Responsibilities

- Attends all company mandated safety trainings and safety drills and actively participate in them.
- Actively participates in guest safety drills as required.
- Ascertains that all safety procedures are adhered to in accordance with the company's Safety Management System (SMS).
- Ensures that proper PPE is used by oneself as well as subordinates where and when required.
- Practices safe lifting techniques as all times.
- Complies with Port Manning duties as required and scheduled.

Other safety duties may be assigned as necessitated by operational requirements.

Team Motivational Responsibilities

- Creates a working environment and team motivation that are conducive to maximum productivity.
- Provides on the job training to subordinates; mentors them to enhance their performance required for career advancement.
- Supports and counsels team members in the event of temporary performance or personal difficulties. Acts as a support to team members if required.
- Ensures that "Buddies" are assigned to newly hired staff.
- Evaluates all subordinates in accordance with company guidelines. Provides performance feedback both positive and negative on an ongoing basis.
- Always leads by example.
- Fosters a Crystal Basics culture to enhance the experience of both guests and fellow team members and subordinates.

Education & Qualifications

- College Degree/Diploma or Hotel Management School required.

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- Minimum of two (2) years' experience in a luxury hotel in a similar position or three (3) years' experience onboard a luxury cruise ship in a Food and Beverage Supervisory/Managerial position.
- Previous Accounting and/or Hotel Stores experience beneficial.
- Must be fluent in written and spoken English (needs to score at least 90% in the onboard English proficiency test).
- Valid STCW certificates
- Equivalent combination of education and experience.
- Must have very good administrative skills (proficient in Outlook, Word, Excel and PowerPoint).
- Proven leadership abilities.
- Excellent time management skills.
- Outstanding communication skills; ability to adjust communication style to suit the audience.
- Fluent in written and spoken English.
- Ability to communicate effectively with Senior Management and guests.
- Aptitude to lead by example and make executive decisions if required.
- Talent to teach, coach and mentor subordinate team members.
- Ability to work in a multicultural environment.

Required computer skills:

- Knowledge of Microsoft programs including but not limited to, Outlook, Word, Excel, and Power Point
- Familiarity with the Company's Purchasing System (MXP).
- Possess sufficient computer knowledge to use the company software.
- Familiar with relational database driven inventory control systems.

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 and owner representatives.
- Good analytical data skills

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.

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- The employee must be able to lift or move up to 55 pounds (25 kilograms) without assistance.

By signing this document, I acknowledge that I have read and understood the position job description and therefore attest that I am able and willing to perform the duties outlined in this document.

Name

Signature

Date

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