

Senior Manager, Food and Beverage (Cunard)

Role Description:

Accountable for the delivery, across the Cunard fleet, of the on-board guest experience in Food & Beverage (F&B). With shared business strategy in mind, the responsibility of this role is to ensure ship and shore connectivity and alignment is driven for daily support and future planning across food & beverage and product functions. Actively participating in driving efficiencies and improvement across the department with the end-to-end guest experience in mind, the Senior Manager will be instrumental in identifying operational challenges and driving continuous improvement as we deliver to our objectives and expand our fleet. The driving force for developing talent and future leaders, responsibility will be upon ensuring a seamless flow of progression for new joiners to the F&B Manager, actively involved in creation of training plans with Learning and Development. Integral contributor to Product development by delivering guest insight and feedback from ships to create desirable F&B offerings to all guest segments.

RUE	1976	Grade:	CUK06	Criminal record check required:	Not Applicable
Directorate:	Guest Experience	Reports to:		Director, Hotel Operations and Retail	
Function:	Cunard	Team:		Guest Experience	

Accountabilities

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- Implement policy, processes, and operating standards to Brand Specification.
- Ensure the Cunard standards are delivered effectively and consistently across the Food and Beverage Department
- Develop, implement, and embed handover formats for F&B roles within the department to ensure consistent delivery.
- Identify areas for improvement and feedback to relevant parties onboard and ashore for continual improvement.
- Review continually administrative operations.
- Specify training and development requirements to the Learning & Development team to ensure effective succession plan training.
- Work with both ship and shore to drive our guest objectives to deliver NPS and other guest KPI's, actively reviewing feedback and other insight.
- Liaise with fleet public health departments to ensure Public health requirements are met.
- Participate in safety training & risk assessments

Responsibilities

- Achieving Food and Beverage Sales targets and Control of Food and Beverage Cost Control and Hotel Inventory.
- Conduct regular ship visits to enable the team to implement the departmental standards across all areas, policy, procedures, processes and operating standards to ensure consistent delivery.
- Support the team in achieving their objectives through coaching and active participation. Ensuring each team member understands the importance of his or her contribution to the overall success of the company
- Support the management and development of the on board Food & Beverage teams including reviewing of objectives, performance ratings and bonus calibration
- Responsibility for reviewing the organisation structure, complement, pay and reward for Food & Beverage teams, within agreed budgets.
- Recruitment and appointment of senior officers in the Food & Beverage teams.
- To provide guidance and direction on rotation plans for the officer population in Food & Beverage, to ensure balanced team strength and performance across the Cunard fleet.
- To provide feedback on the effectiveness of recruitment and rotation plans.
- Review engagement, satisfaction, and retention and sickness metrics, identify cause and actions to improve performance.

People and Stakeholder Management

- Assess current succession plan training and develop further to include all positions from entry level to F&B Manager.
- Actively manage talent development through business partner input and continuously assess further innovative ways to develop our teams.
- Ensure shipboard operations and teams are represented when Post Implementation Reviews are conducted.
- Engage actively with key stakeholders to bring new ideas to fruition through well planned business proposals
- Support team in achieving their objectives through coaching, mentoring and active participation.
- Assist with recruitment and make final decision on appointments of positions in F&B operations.
- Provide guidance and direction on rotation plans for the officer population in F&B, to ensure balanced team strength
- Review crew engagement, satisfaction, and retention to identify cause and actions to improve performance
- Build a strong service culture and encourage collaborative working relationships with brand and support service teams
- Budget and Financial Responsibilities
- Contribute to and validate onboard budgets for F&B across the fleet.

Other Features of Job (travel, hours of work, working conditions etc.)

- Office based role with onboard travel required.
- Office hours 9am-5pm Mon-Fri.
- Some weekend work might be necessary when ships are in Southampton.
- Flexible working available upon discussion with the line manager.
- Location: Southampton Offices.

Proven Behaviours:

Speaks up - Speaks the truth, shares ideas and raises concerns

Respects & Protects - Respects different perspectives and follows procedures to protect others, the environment and safeguard CUK's reputation

Improves - Works together with others and keeps up to date with rules and protocols

Communicates - Is open, trustworthy and speaks honestly and with clarity

Listens & Learns - Learns from experience & others, looks to continuously develop

Empowers - Shows energy and enthusiasm, supports others and shares ownership of tasks

Health, Environment, Safety, Security (HESS) Responsibilities:

- • Lead by example by 'respecting and protecting' the health and safety of yourself and others
- • Ensure your team and colleagues speak up report all accidents, 'near miss' incidents and work-related ill health conditions
- • Help your team follow HESS rules and procedures by promoting the HESS Golden Rules
- • Attend HESS training & conduct risk assessments where required
- • Demonstrate HESS leadership in accordance with our Heroes of Safe & Well programme

General Responsibilities

- Manage through the effective communication of brand objectives and BBSC measurements and targets.
- Liaise with User Support and IT to support applications functionality and for the implementation of new IT systems.
- Review end of cruise reports to identify and propose any required changes.
- Drive and collate new innovative ideas from the ships and to feedback to the Guest Experience team, and other relevant areas.
- Participate in the on-call rotation as a representative of the guest experience team.
- Adhere to corporate policies and procedures, including code of conduct, audit procedures and any control related responsibility for financial data entered, stored, or reported via business systems within employee control.

- Work with safety department to review safe working practises in all Hotel Operations areas onboard and consider safety as a priority.
- Participate in Public Health and Fleet to ensure policy and procedures are adhered to.
- Take part in safety training & risk assessments and suggest ways of reducing risks.
- Adheres to Corporate Policies and Procedures, including Code of Conduct, Audit Procedures and any control related responsibility for financial data entered, stored, or reported via business systems within employee's control (list not exhaustive).
- Undertakes ad hoc duties as required.

Scope:

As Senior Guest Experience Operations Manager (Food and Beverage) you will work with a wide range of stakeholders (ship and shore based teams) to provide operational direction and support and to ensure the consistent and robust delivery of a luxury product, required standards and targets across all Food and Beverage functions. Your stakeholders will be from all parts of the business eg. Ship Teams, Brand & PR, Product & Commercial Services, Maritime, Public Health, Safety, People and Rotations, Strategic & Commercial Planning, Finance, Hotel Design & Projects etc.

Problem solving:

- Takes ownership and works on own initiative to problem solve any issues that may arise in the hotel operation
- Ability to manage changing and conflicting priorities across multiple stakeholders.
- Collaborate with multiple stakeholders to solve problems, find solutions and efficiently put things into practice.
- Positively challenge processes and seek new solutions in order to improve and deliver more efficient ways of working.

Impact:

- As part of the Guest Experience team the role has far reaching impact on delivering extraordinary experiences to meet the needs of our guests, acting as the bridge between ship and shore
- Act as a champion for continuous process improvement
- Act as an ambassador for Cunard ensuring that a positive brand image is strengthened and maintained in all interactions with internal and external clients.

Knowledge, Experience and Qualifications required:

Qualifications – essential:

Knowledge/ Experience – essential:

- In depth knowledge of ship operations (food and beverage)
- Experience of managing team performance in the hotel/leisure/cruise industry
- Understanding of good professional standards and practice in hotel/leisure/cruise industry
- Experience of identifying and implementing best practice in the Food and Beverage departments
- Experience of contributing to cross functional change programmes, including organisation, role and reward structure changes
- Experience of planning, developing and delivering projects applying a Plan, Do, Review approach to operational delivery and continuous improvement

Qualifications – desirable:

Professional academic accreditation, e.g., HND or Graduate level or equivalent
 - Industry recognised qualifications

Knowledge/ Experience – desirable:

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