

Position Title: Deck Supervisor
Reports To: Chief Housekeeper
Dotted Line: F&B Manager
Direct Reports: Pool Butler

POSITION SUMMARY

This position is responsible for the day to day operation of the Pool Deck and is to ensure that Celebrity's STAR service philosophy standards are met. The Deck Supervisor is responsible to manage and supervise the Pool Butlers and any other crew members responsible for executing the guest experience on the Pool Deck and Gangway.

ESSENTIAL DUTIES & RESPONSIBILITIES

To support Celebrity Cruises' mission of becoming "the world's ultimate premium cruise line with a taste of luxury," all duties and responsibilities are to be performed in accordance with Celebrity Cruises' Pillars of Safety, Service and Style, ISM/ISO and SQM standards, USPH guidelines, and environmental regulations.

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

1. In accordance with Celebrity Cruises' Pillars of Safety, Service and Style, as well as through Celebrity Star Philosophy, each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and Crew areas.
2. Directs, coaches, supports, supervises, and evaluates (in conjunction with the Chief Housekeeper and F&B Manager) the performance of all direct reports and any other crew members responsible for executing the guest experience on the Pool Deck and Gangway.
3. Ensures that the Pool Deck is fully set up daily by 8:00am and Gangway is set up on port days five (5) minutes prior to arrival.
5. Coordinates the working schedules of all Pool Butlers and coordinate with F&B manager and other department heads for needed support on a daily basis.
6. Ensures proper appearance and grooming of all personnel working on the Pool Deck area and Gangway.
7. Ensures that all of the Pool and Gangway Experience amenities and activities are being executed according to the set standard. This includes, but not limited to, checking the Music, passing Sorbets and Savories, passing Cold Towels, and Infused – Flavored waters are available and replenished.

8. Continuously monitor and ensures proper cleaning, handling and storage of all deck chairs, tables, chairs, and other equipment used for the daily operation of the Pool Deck and Gangway areas.
9. Ensures that stained and damaged cushions will be exchanged and handed over to the appropriate departments for cleaning or repair.
10. Liaises with the necessary departments to maintain the overall deck condition, as well as the Staff Captain to coordinate the daily deep cleaning of the Deck and Pools.
11. Ensures that proper and efficient beverage service is provided properly by the Bar personnel, as well as having correct staffing support from the Restaurant in peak times.
12. Monitors the inventory and usage of pool towels and coordinates the exchange of soiled towels with the Laundry Master.
13. Ensures that all safety procedures are adhered to, cooperating with the Staff Captain and Safety Office in the Ship's Safety Program at all times and that all the ship's rules and regulations are followed.
14. Mentors, develop, and provide on the job training to subordinates to strengthen their current performance and preparation for future advancement. Performance evaluations need to be before each Pool Butler signs off.
15. Will host daily pre-shift meetings with staff daily to review changes and/or revisions to programming based on itinerary, weather conditions, demographics, etc.
16. Responsible to collect and review the Pool Butlers crew time cards and forward to the Chief Housekeeper after the time cards are entered into the computer and submit overtime to the Chief Housekeeper for final approval.
17. Coordinates with relevant department heads all Pool Deck events, such as Sail Away Parties, Deck Parties, etc., with a view to exceeding the expectations of our guests.
18. Attends, meetings, training activities, course and all other work-related activities as required. Where appropriate, initiates meetings to address and resolve quality concerns and to continuously identify improvement opportunities.
19. Responds to guest concerns in a considerate, professional and positive manner by showing empathy and listening actively. Takes ownership of guest concerns, by following-up and ensuring complaints are resolved to the guest's satisfaction in a timely manner.
20. Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

FINANCIAL RESPONSIBILITIES

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

- This position is responsible for all of the Pool Deck related financial matters.
- Manages the financial budget for the assigned area, including the successful identification of expense reduction through cost control. Ensures the continuous operation of computer related equipment. Records production and operational data on specified forms. Analyzes operational problems and establishes controls. Reviews the overtime requests against production levels to determine appropriate needs and approves amounts accordingly. Reviews timesheets and discusses any related issue with the appropriate Department Head prior to signing final approval. Prepares a variety of reports and letters utilizing personal computer system and equipment.
- This position is responsible for cost containment through the proper use, handling and maintenance of records, reports, supplies and equipment.
- Reviews requisitions from subordinate staff and forwards to the Food and Beverage Manager for final approval. Requires the items be requisitioned in correct quantities, within acceptable timeframes and in accordance with established control procedures.
- Conducts workstation spot checks to ensure items are correctly stored to minimize deterioration and waste.

MOTIVATIONAL RESPONSIBILITIES

People management responsibilities to ensure optimal performance of the function.

- Monitors and manages the various assigned workstation functions. Monitors the assignment of duties and responsibilities to his/her staff. Observes and evaluates staff and work procedures to ensure quality standards and service are met. Makes recommendations regarding personnel actions such as new hire requests and discharges, to ensure adequate and continuous staffing. Inspects workstations, work areas, equipment, etc. to ensure efficient service and conformance to standards.
- Works with department managers and staff to ensure overall communication and motivation is optimized to promote a cooperative and harmonious working environment that will be conducive to maximum employee morale, productivity and efficiency.
- Mentors, develops and provides on-the-job training to his/her staff to strengthen their current performance and preparation for future advancement.

QUALIFICATIONS

Minimum hiring, language and physical requirements to perform the job.

Hiring Requirements:

- 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).
- Extensive knowledge of the restaurant and/or food service industry.

- Ability to manage the financial aspects of a food and beverage operation, including the successful identification of expense reduction through cost efficiencies and revenue growth through promotional and up-selling activities.
- Extensive knowledge of food handling procedures with regard to US public health standards.
- Ability to work positively and cooperatively in a diverse team environment to meet overall established timeframes for the entire operation.
- Very strong communication, problem solving, decision making, and interpersonal skills.
- Superior customer service, teambuilding and conflict resolution skills.
- 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.
- Ability to manage designated supervisors in a positive and productive manner by motivating, developing and effectively managing crew members. Ability to utilize and administer the company's disciplinary action process through coaching and counseling to improve performance or terminate employment.
- Superior alignment with the Celebrity STAR Service philosophy.
- Working knowledge of computers, Internet access, and the ability to navigate within a variety of software packages such as Excel, Word or related programs.

Internal Candidate Requirements:

In addition to the stated hiring requirements, internal candidates are required to fulfill the following:

- Completion of two or more contracts in a Food & Beverage Department management capacity with a performance rating of satisfactory or above, along with demonstrated leadership skills.

Language Requirements:

- Ability to speak English clearly, distinctly and cordially with guests.
- Ability to read and write English in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.
- Ability to speak additional languages such as Spanish, French or German preferred.

Physical Requirements:

- While performing the duties of this job, the shipboard employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds.