

KING SEAWAYS

Department:
Department leader:

Restaurant Department
Business Leader Restaurant

Updated:
Responsible:

28/07/2014
Business Leader Restaurant

rPLACEUR

Refers to: Business Leader Restaurant

Subject: Job Profile

Descriptions:

- Be comfortable with approaching and communicating with the guests onboard.
- High level of tolerance and patience.
- Work rationally, be quick and open minded.
- Be able to work in an environment with a considerable level of pressure.
- Be a proactive person and quickly adapt to unexpected changes.

Subject: Responsibility

Descriptions:

- Organization, service and placement of passengers in the restaurants.
- Front desk, catering messages for groups, breakfast till and breakfast tickets.
- According to the DFDS quality and service standards provide the best possible customer service to our passengers.
- Be in control of the table reservation and to obtain a maximum occupancy of seats available in all restaurants.
- Coordinate the bookings in a way that makes the smoothest impression on our passenger. The bookings should be made in

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a way that gives a minimum of cues at the front desk and at the buffet.

- Good communication with kitchen and staff in the restaurant in order to prepare and organize in the most efficient matter.
- Keep a polite and kind attitude towards passengers and colleagues.

Subject: Guidelines

Descriptions:

To provide the most effective service at the front desk, the Placeur must possess an instinctive knowledge of the food and beverage assortment. It is also required that the Placeur have an efficient all-round knowledge of the opening hours, the entertainment on board and all the activities and opening/closing hours.

The Placeur is the first and the last impression in the restaurant, this requires a natural polite attitude and high level of service skills.

The Placeur must have an instinctive knowledge of:

- DFDS quality and service standards
- Active sale
- Up sale
- Cross sale
- Design, create and upgrade menus, signs, posters, flyers etc.
- Brand Identity Manual (BIM)
- Ships computer system and booking system, such as Oscar, Star, Ciss, KPI's.

These terms must be used daily to provide maximum revenue for the department and the ship.

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Subject: Administrational work

Description:

- **TableRes** –Abooking system for all guests that has pre-booked dinner in any of our restaurants. The Placeur is entering bookings by allocating table, seating and amount of passengers booked. The lists are printed one day in advance.
- **Office Outlook** –The Placeur’s has his/her own email account, this should be checked continuously throughout the day and evening.
- **Oscar** –An operative system where all the statistics and sales figures are available.
- **Ciss** – Is a register over all passengers onboard, this program is used to look up details about the payments and the passengers.
- **STAR** – The booking system used by all markets when creating and amending bookings. The Placeur is using STAR to check up on what is paid for on a specific booking and printing confirmations if needed.
- **Management report** – Is the report that shows all sales onboard for the ongoing month. The Placeur’s task is to print two copies of both King and Princess report at arrival, and hand out to BL Restaurant and Commercial Head.
- **Plan the next day** - Using the TableRes bookinglist, caterings and KPI’s; plan the operation in the restaurant for the next day.
- **Week to Come & KPI’s** – These are both tools for the management onboard to forecast the operation for the upcoming week. It is the Placeur’s responsibility to gather the information and send out to all business leaders, guest service centre and team coordinators.

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- **Statistics** – It is the Placeur's responsibility to gather all statistics for the day and night before and enter the figures in the Occupation report. The report is found under: G:\02 Restaurant\Ship Catering Template.
- **Caterings** – The markets group departments create caterings for all groups over 8 people. This is a detailed description of what the group has ordered and if there is any special requests. The Placeur has the responsibility to check all caterings when received, if there are any mistakes the person who booked it should be contacted and asked to correct the error. The Placeur is also responsible to print the caterings and give to the waiter who is in charge of the group. In the final process the catering message is used as prove of payment for the group.
- **Brand Identity Manual (BIM)** – According to the BIM manual it is the Placeur's task to design, create and upgrade all the printed material that is used in the restaurant or handed out to our guests. The Placeur will also assist other departments if they are not sure of how it is suppose to be done. The manual and BIM-material are found: G:\BIM 2012

Subject: Meetings

Descriptions: The Placeur is a part of the team coordinator group and should every morning at 10.30 attend the TC-meeting in the common office on deck 9. Together with TC's and BL Restaurant the day before will be evaluated and the evening and upcoming day planned.

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Subject: Working hours

Descriptions: The Placeur's working hours will be decided on daily basis in coordination with BL Restaurant.

On busy nights the Placeur could be assigned for Info-duty in the Guest Service Centre. This normally takes place between: 21.30-24.00.