

RIVER - Executive Chef

JOB DESCRIPTION - EXECUTIVE CHEF

FRENCH/SWISS CONTRACT

PURPOSE OF POSITION

- To manage the Galley Department by ensuring a high level of quality in every aspect of the food service operation, maintaining an efficient administration systems and by creating a friendly and guest-orientated service culture to ensure guest, both internal and external, satisfaction and repeat business, which in turn will increase revenue and profitability of the company.
- To provide at all times an excellent guest service, maintaining high standards and consistency of outstanding food quality, monitoring of all guest galley-related tasks and supervising and coaching the galley team.

YOUR RESPONSIBILITIES

- This document is not a definite overview of the expected responsibilities, tasks and duties. Items can be added in the future accordingly. The holder of this statement can be asked to take on other tasks in addition of the ones stated on the paper.
- Responsible for the entire galley operation onboard
- Ensuring professional production and distribution of all meals for guest and crew in accordance with company standards, menu cycle and recipes
- Organization and execution of F&B related ship functions and special events (for example Welcome Dinner, Farewell Dinner, Afternoon Tea, VES Cocktail,...)
- Ensuring food safety, highest level of cleanliness in the galley and production areas at all times in accordance with Viking standards and HACCP procedures
- Ordering of food supplies with MXP in accordance with the budget and production planning, in a cooperation with the Maitre and the Hotel Manager, while keeping the food cost budget at all times
- Daily Conduction of menu briefings with waiter staff prior to service and instruction of waiters to explain dishes
- Preparation of opening and closing ships at start and end of season
- Supervision, motivation and training of the multi-national galley crew
- Participation in loadings and conduction of quality control
- Responsible for cost control and adherence to set budgets
- Conduction of stock takes; inventory according to company procedure
- Active participation in other ship functions, socializing with guests during meal times
- Aligning with Maitre to ensure high standards of the F&B Operation
- Executing full reports in MXP in compliance with the MXP Wait Order System (WOS)
- Organization, management, motivation and training of the galley team
- Conduct performance evaluations for direct reports
- Conduct departmental "Daily Reunion" on a daily basis
- Active participation on onboard training programs
- Ability to effectively deal with internal & external customers, some of whom will require high levels of patience, tact and diplomacy to defuse anger, collect accurate information and resolve conflicts
- Responsible for the correct departmental manning in the line of the EU Regulations and given budgets

TEAMWORK

- Outstanding flexibility: must be able to work during different times of the day, under pressure and reflect at all times, even under difficult conditions, a positive can-do attitude and the best image of Viking

PRODUCT KNOWLEDGE

- Be fully proficient and knowledgeable about all relevant recipes, menu cycles, and function sheets
- Become knowledgeable about itinerary-related ports of call and shore excursions
- Full knowledge of the daily program

KPI PERFORMANCE

- Positively contribute in achieving / succeeding the KPI goals (quality and financial) for the Galley Department, as well as for the entire Food and Beverage Department
- Strong motivation to achieve the company goals and objectives

SECURITY

- Full knowledge about safety & security procedures
- Participations in all training concerning safety & security, fire prevention, evacuation exercises as required by the company

YOUR PROFILE

- Graduation from a culinary school required, and additional degree with hospitality focus preferred
- Minimum of 4 years previous experience required in an upscale cruise line or hotel of comparable size in the similar position in the scope of the galley operation
- Fluent in English - must be able to address any kind of information in an adequate manner with excellent oral English communication skills
- Must be able to deal correctly with confidential information and must be discrete
- Must be well groomed and maintain impeccable hygiene standards
- Extensive walking required and ability to stand on feet for a long time
- Hours may vary based upon organizational needs and operational demands
- Guest focused, service oriented, positive personality and professional appearance
- Flexible and stress resistant, team player, shows commitment
- Accounting and administration skills is a plus

GUIDELINES AND REGULATIONS

- Implement PSO policies, procedures, standards, as laid out by the management
- Ensure appropriate appearance and clothing according to the updated grooming standards

Position: Executive Chef
Supervisor: Hotel Manager, Corporate Chef
Gives instructions to: Sous Chef, Chef de Partie, Commis de Cuisine, Utility
Receives instructions from: Hotel Manager, Corporate Executive Chef, Corporate Operation Manager

RIVER - Chef de Partie

JOB DESCRIPTION - CHEF DE PARTIE

FRENCH/SWISS CONTRACT

PURPOSE OF POSITION

Prepare meals to the fullest satisfaction of our guests in accordance with Viking River Cruises Standards and HACCP rules.

ASSIGNMENTS/RESPONSIBILITIES

- Professional preparation and distribution of daily meals including breakfast, lunch, tea time, dinner, etc. for crew and guests in accordance with Executive Chef manual and menu cycle
- Ordering of stock in cooperation with Executive Chef
- Correct handling of all products and equipment
- Ensuring of perfect cleanliness in working area in accordance with HACCP rules
- Conducting stock takes; inventory according to company procedures
- Preparation to open and close ships at start and end of season
- Assistance in other departments upon instruction from supervisors (if required)
- Performance according to company standards and HACCP rules
- Participation in loading processes
- Correct storage of stock; establishing of par levels
- Active participation in onboard training programs
- Luggage duty on embarkation and disembarkation day

DUTIES

- The holder of the position undertakes not to pass over the company's information, manuals, information on business developments and EDP data to any third party or publicize or retain same for personal use after leaving the job.
- The company reserves the right to demand compensation for damages in the event of a breach of this instruction and take legal action against the staff.
- Conduct and appearance in accordance with the rules and regulations of Viking River Cruises AG

QUALIFICATION PROFILE

- Min. 2 years professional experience in hotel /catering industry/ restaurants
- International experience /ship experience is an asset
- Good English skills, other languages are an asset
- Ability to work independently, service-oriented and guest focused
- Ability to train and motivate subordinates
- Flexibility and stress resistance, team player, commitment, positive personality, neat appearance

GUIDELINES AND REGULATIONS

Job Description • Contract • Company Rules and Regulations • Onboard ABC • Viking College • Uniform Regulation • Executive Chef Manual

Supervisor	Executive Chef, Sous-Chef
Gives instructions to	Commis de Cuisine
Receives instructions from	Sous-Chef, Executive Chef, Corporate Executive Chef, Corporate Operation Manager

RIVER - Commis de Cuisine

JOB DESCRIPTION - COMMIS DE CUISINE

FRENCH/SWISS CONTRACT

PURPOSE OF POSITION

You prepare meals to the fullest satisfaction of our guests and ensure compliance with Viking River Cruises Standards and HACCP rules.

YOUR RESPONSIBILITIES

- Assistance with preparation and cooking daily meals (including breakfast, lunch, Tea Time, dinner, etc.) for crew and guests in accordance with Executive Chef Manual and menu cycle
- Handling all groceries, products and galley equipment with care
- Inventory according to instructions
- Separation and disposal of waste / garbage
- Conduction of stock takes; inventory according to company procedures
- Preparation of opening and closing ships at start and end of season
- Assistance in other departments upon instruction from supervisors (if required)
- Performance according to company standards and HACCP rules
- Participation in loadings
- Luggage duty on embarkation and disembarkation day
- Correct storage of stock; establishing of par levels
- Active participation in onboard training programs

Supervisor Executive Chef, Sous-Chef
Receives instructions from Sous-Chef, Executive Chef, Corporate Executive Chef, Corporate Operation Manager

RIVER - Chef de Rang

JOB DESCRIPTION - CHEF DE RANG

FRENCH/SWISS CONTRACT

PURPOSE OF POSITION

To ensure a friendly and professional service in the restaurant, bar, lounge and the sundeck to the fullest satisfaction of our guests and in accordance with Viking Standards and Operating Procedures.

YOUR RESPONSIBILITIES

This document is not a definite overview of the expected responsibilities, tasks and duties. Items can be added in the future accordingly. The holder of this statement can be asked to take on other tasks in addition of the ones stated on the paper.

- Professional welcoming and sales orientated service in restaurant, bar, lounge and on the sundeck
- Fully responsible for the correct use of the MXP WOS (Wait Order System)
- Operation of all PSO procedures according to company standards
- Execution of all F&B activities including functions and special events as laid out by management

- Quality control of the lunch setups in the restaurant and lounge
- Ensuring highest level of cleanliness within restaurant, bar, pantry, lounge, sundeck in accordance with HACCP standards
- Inventory according to company procedures, correct storage of stock; establishing of par levels
- Preparation of opening and closing ships at start and end of season
- Assistance in other departments upon instruction from supervisors (as required)
- Active participation in onboard training programs
- Luggage duty on embarkation and disembarkation day, and participation in loadings
- Following the Wait Order System (WOS) procedures
- Participate in the departmental "Daily Reunion"
- Ability to effectively and professionally deal with internal & external customers, some of whom will require high levels of patience, tact and diplomacy to defuse anger, collect accurate information and resolve conflict
- Participating in the daily menu presentation

TEAMWORK

- Outstanding flexibility: must be able to work different times of the day, under pressure and reflect at all times, even under difficult conditions, a positive can-do attitude and the best image of Viking

PRODUCT KNOWLEDGE

- Be fully proficient and knowledgeable about the F&B Operations, including but not limited to menu cycle, function sheets, wine menu, whisky menu, bar menu and suite amenity program
- Become knowledgeable about all itinerary-related ports of call and shore excursions
- Full knowledge of the daily program
- Ensure excellent knowledge about the SSPB program

KPI PERFORMANCE

- Positively contribute in achieving / succeeding the KPI goals (quality and financial) for the Restaurant, and the entire Food and Beverage Department
- Strong motivation to achieve the company goals and objectives

SECURITY

- Full knowledge about safety & security procedures
- Participations in all training concerning safety & security, fire prevention, evacuation exercises as required by the company

YOUR PROFILE

- Minimum High School diploma. Degree with hospitality focus in addition preferred
- Minimum of 2 years previous experience required in an upscale cruise line or hotel of comparable size in the similar position in the scope of the bar operation
- Fluent in English - must be able to address any kind of information in an adequate manner with excellent oral English communication skills
- Must be able to deal correctly with confidential information and must be discrete
- Must be well groomed and maintain impeccable hygiene standards
- Extensive walking required and ability to stand on feet for a long time
- Hours may vary based upon organizational needs and operational demands
- Guest focused, service oriented, positive personality and professional appearance

- Flexible and stress resistant, team player, shows commitment
- Extensive wine - and bar knowledge

GUIDELINES AND REGULATIONS

- Implement PSO policies, procedures, standards, as laid out by the management
- Ensure appropriate appearance and clothing according to the updated grooming standards
- The company reserves the right to change/extend this job description if necessary at any point of time during her/his employment

Position: Chef de Rang
Supervisor: Maître D'Hotel
Gives instructions to: Restaurant -and Bar Crew
Receives instructions from: Maître D'Hotel, Hotel Manager, Corporate Operation Manager, Corporate Chef

RIVER -Guest Services Agent

JOB DESCRIPTION - Guest Services Agent

Purpose of position:

- To provide guests at all times with friendly, personalized front-desk service, including concierge services, 24 hours a day in a manner consistent with Viking River Cruises' high standard of guest services.
- This includes, but is not limited to, maintaining high standards and consistency of outstanding customer service and monitoring of all Guest Services-related tasks.

Assignments / responsibilities:

- Center "the heart" of information for all guests
- Transaction of all on board sales
- Operation of phone switchboard, cashless system and safety system
- Full understanding of guest infotainment system and guarantee of its smooth operation
- 24h Concierge Services
- Organization and planning of embarkation / disembarkation
- Preparation and execution of a smooth check-in and check-out
- Read and update the logbook daily and take action accordingly
- Check guest manifests and special request lists for all arriving guests
- Ensure that all guest complaints received are either settled immediately or referred to the relative party for follow up. Guest to be promptly advised of all actions taken
- Prepares the guest lists, party invitations, menus, and special notes from the ships management
- Assist in guest medical disembarkations with support of the management
- Coordination, confirmation and assistance with guests' departure arrangements and other travel connections (e.g. flight changes)
- Organizing guest information documents (city maps / brochures / handouts)
- Assistance with coordination and dispatching of shore excursions

- Ability to effectively deal with internal & external customers, some of whom will require high levels of patience, tact and diplomacy to defuse anger, collect accurate information and resolve conflicts
- Entering and controlling of guest checks into IT system (MXP)
- Production of the daily program
- Full knowledge about safety & security procedures, participation in all training concerning safety & security, fire prevention, evacuation exercises as required by the company
- In the night shift: hourly fire, safety and security patrols
- Is able to raise the internal alarms correctly

Guidelines and Regulations:

- Implement PSO policies, procedures, standards, as laid out by the management
- Ensure appropriate appearance and clothing according to the updated grooming standards
- The company reserves the right to change/extend this job description if necessary at any point of time during her/his employment

Supervisor: Guest Services Manager

Gives instructions to: -

Receives instructions from: Guest Services Manager, Hotel Manager, Controller, Corporate Enrichment and Program Manager, Corporate Operations Manager

YOUR PROFILE

- High school diploma required, and degree with hospitality focus preferred
- Relative accounting and administration skills
- Fluent in English - must be able to address any kind of information in an adequate manner with
- excellent oral & written English communication skills. A second language as per itinerary is an asset
- Become knowledgeable about all itinerary-related ports of call and shore excursions
- Update of on-board Infotainment system
- Know all the functions of the computer systems, incl. but not limited to MXP, Anveo, Microsoft Word, Excel and PowerPoint

Required Skills:

- Outstanding flexibility: must be able to work alone, in different shifts (day time or night time) as
- scheduled by the management, under pressure and reflect at all times, even under difficult conditions, a positive can-do attitude and the best image of Viking
- Must be able to deal correctly with confidential information and must be discrete
- Must be well groomed and maintain impeccable hygiene standards
- Extensive walking required and ability to stand on feet for a long time
- Hours may vary based upon organizational needs and operational demands
- Guest focused, service oriented, positive personality and professional appearance
- Flexible and stress resistant, team player, shows commitment