



Bar Department Bar Tender

POSITION DESCRIPTION 50103

Prepared by	Approved by	Authorized by	For use on	Original File	Last Revision	Revision No	Page
Tim Skinner	E. La Scala/E. Bomio	Capt. G. Cocurullo	Cruise Fleet	Apr 27 2010	July 30 2011	1	1 of 3
POSITION NO.	50103						
Title	BAR TENDER						
Department	Hotel						
Main Function	<ol style="list-style-type: none"> Safe, profitable and efficient supervision of an assigned bar area Cleanliness & Sanitation of assigned bar and lounge area. 						
<i>Reports to</i>	Assistant Bar Manager > Bar Manager						
<i>Subordinates</i>	<ul style="list-style-type: none"> Assistant Bar Tender Bar Utilities, Bar-boys Bar Wait staff (waiters & waitresses) 						
<i>Replacement</i>	Assistant Bar Tender						
<i>Usual working hours</i>	Information from Corporate Bar Manager						
<i>Uniform</i>	As per SP Manual (chapter uniform)						
<i>Operational bibliography</i>	VSP Manual, Shipsan Manual, ANVISA regulations, MSC Sanitation Manual						
Fundamentals of Position	<ul style="list-style-type: none"> The Bartender is responsible to supervise an assigned bar profitably, in full compliance with company sanitation standards, and to provide an enjoyable environment for Guests. He (or she) is to provide and maintain quality service through cost control and creative, energetic salesmanship, maintaining good work harmony between all personnel in the assigned area. 						
Requirements & History							
<i>Certification & Documentation</i>	Documented and certified in Food Safety						
<i>BST</i>	Basic Safety Training (BST) and all other certification and documentation in force at the time of engagement compliant with the flag state requirements of the vessel to which you are assigned.						
<i>Visas etc.</i>	All other certification (including visas etc.) required and in force at the time of your employment to comply with the Flag State requirements of the ship to which you are assigned.						
<i>Language Skills</i>	<ul style="list-style-type: none"> Fluent in oral and written English (working & Safety language of the Company) Ability to speak, read and write in Italian is a major benefit and may be a requirement. Ability to speak, read and write in any major other languages (German, Spanish, Portuguese, French, Russian, Chinese etc.) is considered a major advantage that could eventually influence the selection for some positions. 						
<i>Experience</i>	Proven profitable bar skills on a Cruise Ship, or supported evidence of similar skills in a multinational hotel or similar environment ashore						
<i>Health</i>	To satisfy the requirements of the laws of the Flag State of the Ship regarding health and physical requirements, and to have current documentation to certify that all medical requirements relating to this position are met according to the specific requirements of the job.						
<i>Team Attributes</i>	Proven ability to work and (where necessary) supervise in a harmonious and productive team environment.						
<i>Preferred Employee</i>	Non-Smoker						
Qualifications	Required for the position						
<i>Education & Certification</i>	<ul style="list-style-type: none"> Secondary school graduate A certificate, diploma or document to certify he/she has a full and professional knowledge, clear and demonstrated understanding and practical knowledge of bar systems, operations and bar beverages. 						

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- A demonstrated knowledge of Food and beverage Safety as defined in Company sanitation manuals.
- A clear knowledge of electronic cash transacting, and Fidelio systems.
- Above average skills in tactful, diplomatic crisis and problem handling
- Friendly, honest and clear communications with Guests.
- Proven ability to work in a harmonious productive team environment.

Physical Requirements

The following physical requirements apply to this position

- While performing the duties of this job, you may be regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell.
- You must occasionally lift and/or move up to 25 Kg.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- You 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.
- If working in any Guest area (or where Guests may see you), you are not permitted to display any tattoos on any exposed part of your body when wearing uniform (summer or winter).

Safety & General Discipline

You are required to:

1. Read, understand and implement the Mission Statement of the Company.
2. Read, understand and follow the MSC Crew Regulations ensuring all personnel in the Housekeeping department have copies, and comply accordingly.
3. Wear the complete prescribed uniform and name badge as specified in Company Standards, complying with regulations relating to tattoos, hair and body decorations.
4. Attend and participate as required in all emergency drills, carry personal emergency card, and understand emergency duties.

Responsibilities

You are responsible to:

Courteous quick service

Profitable operations

Creative work procedures

Recipe knowledge

Train & supervise assistant

Sanitation standards

Self Inspections

Food safety standards

Par levels, missing items

Special requests

Beverage responsibility

Lost sales

Supervise clean area

Taste mixes

Beer rotation & FIFO

Correct measures

1. Provide courteous, friendly, quick, and professional service at all times and to all customers, satisfying their needs in such a way that they will want to return to the bar.
2. Take all steps to ensure Guests are not kept waiting unreasonably for service in the assigned bar and lounge.
3. Generate maximum sales and profits by creative work procedures, which include (but are not limited to) Happy Hours, Daily Specials, Cocktail demonstrations, Wine Tasting, Drinks to support the theme of the day or the location of the ship etc – all of which are advised by the Bar Manager within the policies of the Company.
4. Know immediately every recipe and every drink on the MSC bar list, and how to prepare them quickly and attractively according to specifications.
5. Train and supervise the work operations of the Assistant Bar Tender, Bar boy (where applicable), and Waiting personnel in the assigned bar area.
6. Apply all bar-related sanitation and HACCP procedures and compliance.
7. Make daily self-inspection checks to ensure the bar and bar pantry meets all sanitation requirements compliant with Company sanitation protocols.
8. Comply with standard procedures relating to cleanliness, set-ups, furniture, canapés, menus, room and door signs
9. Maintain a clean, sanitized bar that is stocked to standards of par at all times, reporting any missing or excess items to the Bar Manager.
10. Report any Guest requests for drinks not available on board to allow the Bar Manager to provide these drinks where required and possible.
11. Accept responsibility for the complete beverage stock in the assigned bar.
12. Accept responsibility for all lost sales in the assigned bar.
13. Constantly check the assigned bar and lounge areas for cleanliness and furniture repairs or replacements, advising the Bar Manager if something needs attention.
14. Ensure the freshness and quality of all juices and pre-mixes and taste them before use.
15. Rotate perishable beverages and beer, using the FIFO method.
16. Always use assigned measures and correct glasses when preparing beverages.

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- Sugar-free drinks*
- Training meetings*
- Breakage & Spoilage*
- Fidelio*
- No-sales records*
- Bar requisitions*
- Beverage requisition*
- Inventories*
- Under-age customers*
- Closing time*
- Labeling*
- Calibrated thermometer*
- Sanitized - always*
- Random checks*
- Nuts on request only*
- Smoking/Non-smoking areas*
- Special cleaning*

17. Ensure that sugar-free drinks as well as fruit juices are available in designated bars.
18. Attend all management and training meetings as required and advised by the Bar Manager.
19. Report to the Bar Manager all breakage, spoilage, or loss (due to negligence, rough seas or theft).
20. Record all sales on the Fidelio or other cashless register and properly maintain all checks (Guests, Staff, Officers and System Accounts)
21. Ensure that any 'no-sales' recorded are posted on a bar check and authorized by the Bar Manager or Assistant Bar Manager.
22. Make all Beverage Requisitions as specified in the beverage manual.
23. Keep one copy of the Beverage Requisition for daily records.
24. Take part in a cruise-by-cruise physical inventory at an assigned bar.
25. Always display signs indicating the company under-age drinking limits, and advise the Bar Manager or Assistant if under-age minors are suspected drinking alcohol.
26. Ensure the assigned bar is properly secured before leaving at night, but never close bars before advertised closing times unless advised by the duty Purser.
27. When handling Potentially Hazardous foods (Milk, Melons etc.), always use the HACCP 4-hour time control with appropriate labels.
28. Always ensure a calibrated food thermometer is in the bar working area.
29. Maintain the bar coffee machine, glassware, drinkware and silverware in a cleaned, sanitized condition.
30. Make random spot checks of food contact surfaces for traces of contamination, and send any unclean items to be re-washed.
31. Never automatically place peanuts (or snacks containing nuts) on bar or tables in bar. (Company allergen advisory applies). Nuts are to be provided (when available) either on request or if offered by the Bar Tender or bar personnel.
32. Ensure all non-smoking signs are positioned on tables in designated non-smoking areas.
33. Supervise and take part in any special pre-arrival cleaning and sanitation duties as assigned by the Bar Manager.

Governing Status

Status	Crew
Accommodation	Crew Cabin – Shared use
Assigned Mess	Crew Mess

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