



Standard Procedures Manual ©

# BAR DEPARTMENT BAR WAITER / WAITRESS

**POSITION  
DESCRIPTION  
50106**

Prepared by MSC Corporate Beverage Dept Bogovic, Balestrino, Chankova	Revised by P&P Director Monica Panero	Verified Conformity by Quality & Compliance Manager Sandra Matic	Approved by VP Global F&B Ops Jacques Van Staden	Authorized by President & MD, CM UK Emilio La Scala	For use on MSC Cruise Fleet	Original File 9 June 2010	Last Revision 6 April 2020	Revision No 4	Page 1 of 2
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<b>POSITION NO.</b>	<b>50106</b>
<b>Title</b>	<b>BAR WAITER / WAITRESS</b>
<b>Department</b>	F&B Department - Bar
<b>Main Function</b>	The safe, profitable and efficient beverage service in an assigned bar area. Follow and apply food safety procedures.
<i>Reports to</i>	Bar Tender > Assistant Bar Manager > Bar Manager
<i>Replacement</i>	Colleague Bar Waiter/Waitress
<i>Uniform</i>	As per SP Manual (Chapter Uniform)
<b>POSITION BASIC</b>	<ol style="list-style-type: none"> <li>The Bar Waiter/Waitress is responsible for serving beverages in an assigned bar profitably &amp; efficiently, in full compliance with company Food safety &amp; sanitation standards, and providing an enjoyable environment for Guests.</li> <li>The Bar Waiter/Waitress is to provide and maintain quality service through creative and energetic salesmanship to achieve the maximum revenue for the company.</li> </ol>
<b>REQUIREMENTS</b>	
<i>Certificates &amp; VISA</i>	BST, STCW 95 and all other certification in force at the time of your contract Visas and entry documentation for countries and regions in which the ship will operate Food safety Proficiency certificate issued by recognized Authority (HACCP, Shispan, VSP, etc). Food Handlers certificated required Proven in compliance with MSC Standard Procedures, MSC Food safety & Sanitation Standards and major international Food safety & sanitation regulations.
<i>Health</i>	Validated current documentation certifying the health and fitness of the applicant meets fundamental requirements of seagoing personnel on basis of assigned office and verifying all sanitary precautions have been taken against diseases that may be endemic to the cruising area.
<i>Safety &amp; Discipline</i>	The applicant is required to: Know, understand, and implement the Mission Statement of the Company. Read, understand and comply with the Crew regulations and all requirements relating to the position. Take part as required in all emergency drills and emergency duties. Wear the prescribed uniform and name badge.
<i>Language</i>	<ol style="list-style-type: none"> <li>Fluent in oral and written English (working &amp; Safety language of the Company)</li> <li>Ability to speak, read and write in Italian is a mayor benefit and may be a requirement.</li> <li>Ability to speak, read and write in any mayor other languages (German, Spanish, Portuguese, French, Russian, Chinese etc.) is considered a mayor advantage that could eventually influence the selection for some positions.</li> </ol>
<i>Experience</i>	At least one year in a similar position on an international Cruise ship, or in a busy 5-star hotel with an international bar list.
<i>Educational preference</i>	<ol style="list-style-type: none"> <li>Certified in Food Safety/HACCP</li> <li>High school graduate.</li> <li>Certified medically and physically fit and acceptable to work with food and food-contact surfaces.</li> <li>Demonstrated understanding and practical knowledge of Food Safety as defined in Company manuals</li> <li>Sound knowledge of electronic cash transacting, and computerized bar system.</li> <li>Average skills in tactful, diplomatic crisis and problem handling.</li> <li>Demonstrated skills in one-on-one communications with Guests.</li> <li>Proven ability to work and (where necessary) supervise in a harmonious productive team</li> </ol>

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## RESPONSABILITIES

- environment.
- Proven ability to manage area in compliance with HACCP, ISO 22000, SHIPSAN, VSP, Anvisa and MSC Food safety system requirements.
  - Food safety Proficiency certificate issued by recognized Authority (HACCP, Shipsan, VSP, etc)

### *You are responsible to:*

- Read and apply the Food safety and sanitation procedures
- Read and apply the procedures for Allergens
- Read and comply with the MSC Standard Procedures Manual©.
- Provide courteous, quick, and professional with a smile at all times and to all customers.
- Takes all steps to ensure Guests are not kept waiting unreasonably for service in the assigned bar and lounge.
- Comply with standard procedures relating to cleanliness, set-ups, furniture, snacks, menus, appropriate room and door signs.
- Constantly check the assigned bar and lounge areas for cleanliness and furniture repairs or replacements.
- Attend all training meetings as required and advised by the Bar Manager.
- Use the correct garnishes for drink presentation before serving to Guests.
- Never automatically place peanuts (or snack containing nuts) on bar or tables. (Company allergen advisory applies). Nuts are to be provided /when available) either on request or if offered by the Bar Tender or bar personnel.
- Ensure ashtrays in smoking bar areas are frequently checked and replaced whenever used.
- Ensure all bar tables & chairs are clean before and after Guests arrive and leave.
- Record all sales on the Micros or other cashless register and properly maintain Guest checks.
- Advise the Bar Manager or Assistant Bar Manager if under-age minors (Guests) are suspected consuming alcohol at the bars.
- Know immediately all Bars, Mixed Drinks and other bar items specified in the bar List.
- Ensure all Guest checks are compiled correctly and sorted by deck before handing these to the Bartender.

### *Governing Status*

Refer to SOP 06.11.00 Crew Privileges

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